

LOCAL WORKFORCE INVESTMENT BOARD PLAN
PY 2013 - 2014

*Updated
Final
Plan 14
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LOCAL WORKFORCE INVESTMENT BOARD
Local Plan

January 1, 2014 - June 30, 2015

Local Plan Instructions
For Kentucky's

LOCAL WORKFORCE INVESTMENT SYSTEM
Program Years 2013 - 2014

-Submitted by-
Workforce Investment Board

LOCAL AREA: Eastern Kentucky C.E.P., Inc. Workforce Investment Area
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Instructions

In accordance with the Workforce Investment Act (WIA), this document provides directions to Kentucky's Local Workforce Investment Boards (LWIBs) for preparing the Local Plan update. The Local Plan covers the time period of January 1, 2014 through June 30, 2015. LWIBs are required to submit plans to the Kentucky Department of Workforce Investment's Office of Employment and Training (OET) in order to receive funding under WIA.

The Local Plan update guidance is composed of three sections:

- **Section A: "Integration and Strategies."** This section should illustrate the LWIB's engagement in regional economic development strategies, as well as how the LWIB conducts business beyond the narrow focus of WIA programs.
- **Section B: "Program Operations."** This section collects information required by law in order for LWIBs to receive their base funding.
- **Section C: "System Operations and Attachments."** This section includes information needed to ensure that the local workforce systems meets certain legal requirements as well as complies with agreements between OET and the LWIBs. This section also asks for information needed to respond to requests from legislative leaders, local leaders, Education and Workforce Development Cabinet's executive leadership, and other interested parties.

2013 - 2014 Local Plan Update Requirements

- **Local Plan Update Due Date: December 1, 2013**
- **Deliverables:**
 1. Electronically submitted, via e-mail, Local Plan Update Sections A, B, and C, including all attachments (A,B,C,D,E) to Pat Dudgeon at PatriciaO.Dudgeon@ky.gov and;
 2. Mail one (1) hard copy of the signature page with original signatures to:

Pat Dudgeon
Office of Employment and Training
Division of Workforce & Employment Services
275 East Main Street, 2WA
Frankfort, Kentucky 40621

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Planning Timetable Estimates

July 12, 2013	Issuance of Local Plan Guidelines
November 1, 2013	Last date to begin the Public Comment Period. Beginning of the OET review, comment and clarification period
November 30, 2013	End of the 30 Day Public Comment Period
December 1, 2013	Local Plans are due to OET along with submittal of the original signature page. Final Review and Approval of Local Plan Updates by OET begins
January 1, 2014	Beginning of Local Plan Period

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Section A: Integration and Strategies

One of the state's strategies is to invest in LWIBs who perform at a strategic level and who are leading or participating in innovative approaches to a wide range of regional challenges and opportunities. This section will be used to describe the LWIB's engagement in regional development strategies, as well as how the LWIB conducts business beyond the narrow focus of employment programs. OET will use this information for guidance in allocating special, discretionary and incentive grants (if funding is available).

1. How does the WIB identify and analyze regional economies?

The Eastern Kentucky C.E.P. (EKCEP) Workforce Investment Board (WIB) has used data from a variety of sources in analyzing the local economies within the region.

EKCEP's analyses have been based in part on information gained from statistical sites such as EMSI (Economic Modeling Specialists, Inc.), the Kentucky State Data Center, Bureau of Labor Statistics, and the 2010 US Census. Another large chunk of information came from EKCEP's Workforce Opportunity Project. The Workforce Opportunity Project was a yearlong extensive survey of eastern Kentucky employers' workforce needs commissioned by EKCEP. The project collected data from 100 regional employers in major economic sectors through both written surveys and intensive, scientifically structured face-to-face interviews. The project looked at employment issues such as job growth, critical job skills needed, education and training needed, and the personal skills and traits desired in potential workers.

EKCEP's experienced group of Employer Account Representatives make up an integral part of the EKCEP region's Business Services Team. This team works extensively with area employers to develop and maintain relationships that provide a wealth of information about the development and needs of the region's employers and local economies. WIB members also play a very important role in providing economic information and feedback from their respective areas.

2. How is this information used to identify the key industries and demand occupations within this economy?

EKCEP uses information from sites such as EMSI and the Kentucky State Data Center to help identify occupations with the potential for high growth, high demand, and high wages. This information is supplemented by the information gained from the Workforce Opportunity Project, which also identified regional occupations and industries with growth potential over a five-year period. The information gained from the Eastern Kentucky Business Services Team also helps to identify the key industries in the region and which of those industries are growing and providing in-demand occupational opportunities.

This consistent flow of information from various statistical websites, local employers,

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and community partners helps EKCEP track the key industries within the area to monitor growth and demand. The close relationships between EKCEP's Business Services Team members and local employers have created industry partnerships that will help to provide continual and evolving information about business changes within EKCEP's region and which sectors are in demand and growing.

3. How is this information incorporated into your service delivery strategies?

The new service model that EKCEP implemented at the beginning of Program Year 2012 (July 1, 2011-June 30, 2012) includes several elements and strategies developed in response to information gathered about the region's economy from the various sources listed in questions 2 and 3 above. EKCEP's service model includes an emphasis on providing Work Experience and On-the-Job Training (OJT) in occupations that are in high demand and have high growth potential. Under the new service model the majority of training that EKCEP will support will be in growth industry sectors identified in part by this information. EKCEP's list of approved trainings is based largely on occupational sector priorities.

Job Clubs are a pivotal part of EKCEP's service model. These Job Clubs provide members with a wealth of EKCEP's collected knowledge on current economic and workforce trends, as well as one-on-one career guidance from a team of experienced career advisors. EKCEP also has developed and improved Work Readiness curricula based upon the feedback about the needs and desires of local employers that has been gained through both the Workforce Opportunity Project and over a year of providing Work Readiness training for employers. The Work Readiness curricula prepare participants for employment and workplace success by teaching some of the critical skills and traits that the local employers have identified as often lacking in the region's workers.

EKCEP's role in the Eastern Kentucky Business Services Team and the work of EKCEP's Employer Account Representatives with area employers help to ensure that workforce services are provided to employers in priority growth sectors who offer positions in high demand occupations.

4. In a separate attachment, based on your most recent analysis of regional economies, provide a list of the key industry sectors in your regional economy.

Based on its recent economic analyses, the Eastern Kentucky C.E.P. Workforce Investment Board has identified four key industry sectors for the region's economy:

- **Energy Creation & Transmission** — This sector includes industries engaged in the creation of energy, transmission of energy, and supporting the creation/distribution of energy.
- **Healthcare** — This sector includes industries involved in providing healthcare to individuals.

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- **Business Services** — This sector includes industries that perform professional, technical, and/or scientific services, including research and development, especially in a telework environment.
- **Construction/Skilled Trades** — This sector includes industries that are engaged in the construction, restoration, or conversion of buildings and employ skilled tradespeople.

5. At the direction of Governor Beshear, the Kentucky Workforce Investment Board established a strategic vision and goals for the transformation of the Commonwealth's workforce system. (*WorkSmart Kentucky Strategic Plan*) Key to the realization of that vision is the state board's assertion that local workforce boards must be innovative, responsive and able to make substantial positive impacts on the communities they serve.

Please describe the role of your board in implementing transformational change to the Kentucky workforce system for each of the statewide strategic areas of focus listed below. Only submit descriptions for initiatives your board has begun, is continuing, or is planning to implement.

For each initiative, please indicate:

1. If the initiative is a local innovation or part of a statewide initiative (examples provided for each focus area).
2. The initiative's mission and strategic goals (if local) or any local adaptation for statewide initiatives.
3. A timeframe for implementation, including major milestones and evaluation.
4. Identify key partners/players/stakeholders, including the role of the WIB
5. Provide the current status of the initiative.

(Space is provided for one initiative in each focus area. To add additional initiatives, copy and paste the formatted narrative layout under the appropriate Focus Area. If initiatives are not currently being planned in any of the focus areas, leave blank.)

STATEWIDE STRATEGIC AREAS OF FOCUS

I. System Transformation

Related statewide initiatives: Sector Strategies, Branding & Identity, One-Stop Certification, User-Friendly On-Line Services, National Career Readiness Certificate, Eligible Training Provider List Enhancements

System Transformation Initiative (1)

Title: Branding and Identity

☐ Initiative is a local innovation ☒ Part of a statewide initiative

Initiative's mission and strategic goals:

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In September of 2011, the EKCEP Workforce Investment Board (WIB) and partners appointed the EKCEP JobSight Services Director as the Regional Brand Champion for the launch of the Kentucky Workforce Investment Board's (KWIB's) Kentucky Career Center branding initiative.

A large portion of the EKCEP Workforce Investment Board's response to the KWIB's branding initiative involved a sweeping redesign of the www.jobsight.org website in accordance with the state's new branding standards. The project was far from just a cosmetic transformation. The new website — which launched July 1, 2013 — features the "Kentucky Career Center JobSight" regional brand based on the KWIB's new statewide visual standards. But the site also stands as the online gateway to extensive content on the retail side of EKCEP's services for job seekers and employers in its 23-county workforce investment area.

The site's content includes details of EKCEP's local and regional initiatives including expert WIA-driven career advising, Kentucky Teleworks, Fast Forward to Work, InterviewStream, and Hiring Our Miners Everyday (H.O.M.E.), among many others. It also details EKCEP's business services for employers, including services that assist with front-end human resources functions, deliver soft-skills to employees, and offer screenings, job fairs, and training-wage subsidies for new hires.

Additionally, the website serves as a place where jobseekers can link to and register for myriad critical state-operated online employment and training resources — including select functions directly from the state's Kentucky Career Center flagship website — when they are either first laid off and looking to file for Unemployment Insurance or looking for career training or retraining. The website also serves as a place where employers can link to services that can assist in the event of a pending mass dislocation.

The website also presents viewers with EKCEP and Kentucky Career Center JobSight's extensive news postings running from 2001 to the present that outline all aspects of our retail service delivery to job seekers and employers throughout the region through hundreds of news announcements and human-interest "success stories" involving satisfied customers. Viewers can also access our extensive collection of up-to-date social media sources, including Facebook, Twitter, LinkedIn, YouTube, and a promotional virtual publications library.

As the website continues to develop, additional new features include the introduction of "responsive design," which allows for ease of viewing and an identical viewing experience regardless of whether the website is seen on a desktop computer, tablet, or smartphone; and the creation of an online interactive jobs board for the H.O.M.E. initiative, with up-to-date job opportunities across the region and state for eastern Kentucky's laid-off coal miners and their spouses.

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Implementation timeframe:

After the EKCEP WIB and partners appointed her as the Regional Brand Champion in September of 2011, EKCEP's JobSight Services Director attended the Branding Immersion session in Covington in October of 2011 led by Landor (the consultant working with the Branding and Identity initiative). Weekly conference calls were held to discuss branding and identity issues and timeline during the rest of 2011, 2012, and 2013. Conference calls were later scheduled on a monthly basis to align the frequency of calls with the need for agenda topics to be covered. In June through September of 2012, partners met on the Regional Branding Committee to select and order outreach items.

A plan was finalized in September of 2012 for the internal rollout to all partner staff. The internal rollout took place during Kentucky Workforce Academy sessions in the EKCEP region during November of 2012. Kentucky Career Center and Kentucky Career Center JobSight signs were ordered and installed by June of 2013 at all partner locations, other than stand-alone WIA offices. External outreach items were ordered and received in June and July of 2013.

The Kentucky Career Center state website and the Kentucky Career Center JobSight regional website went live in July of 2013, along with the external launch to the public by Governor Beshear. Kentucky Career Center JobSight signs for stand-alone WIA office locations were approved in November of 2013 and will be installed no later than December 2013. After all signs are final and installed, the Regional Branding Committee will be asked to meet and plan external launch events at key locations in the region in early 2014.

Partners/players/stakeholders and role of WIB:

All Kentucky Career Center partners have been involved in the internal rollout to staff in order to prepare for new branding in the EKCEP region. The EKCEP WIB has played a leadership role in the Branding and Identity initiative, as the EKCEP JobSight Services Director was appointed to be the regional brand champion for the area. The EKCEP Director of Agency Expansion and Public Relations continues to be very involved in the Branding and Identity initiative through communication, advertising, and implementation. The OET Regional Manager has worked with EKCEP WIB staff throughout the internal rollout and early portions of the external launch to the public. EKCEP, WIA, OET, OVR and OFB partners have been a part of committee meetings for important decisions that needed to be made for the Branding and Identity initiative as well. Staff from all of these partner agencies attended an hour-long session during the Kentucky Workforce Academy that served as the internal rollout for about 300 staff in the region, so that they could be aware of the most current information and updates as well as the timeline for the Branding and Identity initiative.

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Current status of initiative:

The Branding and Identity initiative is currently ongoing in the 23-county EKCEP region. Many of the Kentucky Career Center JobSight signs have been installed throughout the region. Television and radio advertising for the Kentucky Career Center brand continues throughout eastern Kentucky and is bringing awareness of the new brand for our workforce centers. This is one aspect of the external branding launch, which will continue as additional signs are installed for stand-alone WIA office locations. These signs are important for brand identification at the WIA offices for new and existing clients.

The newly designed Kentucky Career Center JobSight website is already operational for the region and its workforce services are available to job seekers and employers. Office locations and directions for all Kentucky Career Center partner offices are listed by county on the new website. Special events to finalize the external branding rollout will be planned throughout the region to ensure full customer recognition at all partner sites.

System Transformation Initiative (2)

Title: One-Stop Certification

☐ Initiative is a local innovation ☒ Part of a statewide initiative

Initiative's mission and strategic goals:

In order to assure the highest possible return on investment for its common branding identity across the state, the workforce system must ensure that clients can depend upon a consistent baseline level of quality in the services and the facilities represented by the brand. The mission of the One-Stop Certification initiative within the KWIB's WorkSmart Kentucky is to provide consistency within the workforce system via a certification system for One-Stop Centers that allows for local and regional adaptation.

Two primary customers will be served: employers and job seekers. The desired outcome is for certified centers to provide high quality services to both customers by using user-friendly, customer-focused processes in the design of service delivery for all partners. Workforce development resources must be maximized in order to provide transparency and accountability to all customers and clients.

Local WIBs certify the Kentucky Career Centers in their regions and may add/raise standards beyond the state standards. The state One-Stop Certification process includes involvement at all levels of local, regional and state partners. The One-Stop Career Centers apply for certification, plan staff and management

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improvements, monitor and assess progress. The Commonwealth of Kentucky provides guidance, support, recognition, and technical assistance.

There are three areas for One-Stop Certification initiative: Employer Services, Job Seeker Services, and Career Center Management. Standards and measures are included for each area.

The Employer Services area is organized into three standards, with the following measures:

- Business Services Team composition;
- Communication, relationships with industry and employer organizations;
- Responsive business solutions;
- Employer relationship development;
- Training and continuing education;
- Analysis of employer feedback.

The Job Seeker Services area is organized into three standards with the following measures:

- Regular meetings to assess service delivery and facilitate communication;
- Center staff and resource alignment to match job seeker needs with employer demand;
- Functional service provision, resource sharing, information sharing;
- Customer service flow;
- Customer communications strategies;
- Ongoing professional development for staff.

The Career Center Management area is organized into two standards with the following measures:

- Appropriate partner representation in the Center;
- Shared infrastructure;
- Service coordination;
- Data collection processes;
- Information sharing;
- Clear management structure;
- Functional supervision;
- Communications strategies;
- Professional development and training.

Implementation timeframe:

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The EKCEP JobSight Services Director was a member of the state One-Stop Certification Core Team and worked with the state steering team during the initial development of the state certification standards and measures during January through July of 2011. The KWIB approved all the steering team's recommendations for the One-Stop Certification in August of 2011. EKCEP staff continued to work on the initiative through additional preparation prior to the statewide rollout to all LWIAs/LWIBs.

Comprehensive One-Stop Centers in the EKCEP area met to work on and complete the self-assessment. The EKCEP WIB requested that only Full Service applications be submitted for One-Stop Certification initially, and that Affiliate Center applications be held to be submitted to the EKCEP WIB in the future. After receiving the self-assessments from three of the current Comprehensive One-Stop Centers in the EKCEP local workforce area, it was determined that only one center met the minimum criteria for full time co-location of WIA, OET and OVR that is required for certification as a Full Service, Kentucky Career Center. In 2013 EKCEP area partner leadership and staff began working on the One-Stop Certification process for this one center: the Kentucky Career Center JobSight in Hazard. This is the largest center in the 23-county EKCEP service area.

With the help of technical assistance funds, leaders from the partner agencies in Hazard's Kentucky Career Center JobSight explored other One-Stop Centers that provide fully integrated services and utilize the "functional area approach" to providing services. Representatives from the partners traveled to St. Louis, MO, and the surrounding area in June 2013 to visit three One-Stop Centers in urban, suburban, and rural settings and observe customer flow, functional area operations, and business services processes. The team spoke with Missouri staff at the state, WIB, and contractor levels for clarification and discussion of best practices. In addition, the team visited two One-Stop Centers in Northern Kentucky to observe best practices there, and to attend a large business services meeting of WIB staff from throughout Kentucky. Partner staff began working on the One-Stop Certification process in July of 2013 and continue to use ideas and practices brought back from these visits.

The Kentucky Career Center JobSight in Hazard requested the deadline for submitting its application for certification as a Full Service One-Stop Center be extended until October 2014 due to many factors, including the high priority that partner staff had placed on providing critically needed H.O.M.E. program services through an NEG Coal Mining Grant to help the thousands of laid off coal miners in eastern Kentucky. This extension was granted by the state, and work will continue on completing the One-Stop Center application as conditions allow during January through September 2014.

Partners/players/stakeholders and role of WIB:

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The partner staff at the Kentucky Career Center JobSight in Hazard who are working with the One-Stop Certification process include: the WIA Director, WIA Career Advisors, WIA Employer Account Representative, WIA Job Club Facilitator, OET Regional Manager, OET Local Office Manager, OET Veterans representatives (LVER and DVOP), OET Regional Trade Coordinator, OVR Employment Counselor and Assistant, OFB Employment Counselor, Adult Education program director and instructor, Hazard Community and Technical College Learning Services Dean and staff, including the Accelerating Opportunities Success Coach, and the CSBG Director.

WIB staff are providing leadership in the One-Stop Certification process for the Hazard center. These staff include: EKCEP's JobSight Services Director, EKCEP's Workforce and HOME Coordinator, and EKCEP's Industry Liaison and Business Services Coordinator.

Current status of initiative:

The work on the One-Stop Certification initiative is ongoing. Activity is expected to resume in January 2014 and be completed in September 2014. The application for the Full Service Kentucky Career Center JobSight in Hazard will be made in October 2014.

II. Education Alignment

Related statewide initiatives: Tech-High, Accelerating Opportunity (aka Skill Up or I-Best), Apprenticeships, High School Outreach

Education Alignment Initiative (1)

Title: Post-Secondary Career Clubs

☒ **Initiative is a local innovation** ☐ **Part of a statewide initiative**

Initiative's mission and strategic goals:

Job Clubs of Eastern Kentucky is an EKCEP initiative that provides unemployed job seekers throughout EKCEP's region with networking opportunities, ongoing support, job-seeking skills and strategies, and other assistance. Job Clubs also serve as an entryway to the workforce system, where job seekers can access more intensive individual career advising services and a direct portal to employers identified by EKCEP's Business Services Team.

As an offshoot of Job Clubs of Eastern Kentucky, EKCEP has created post-secondary Career Clubs that provide similar services directly targeted to students who have or

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will soon be graduating from community college programs with credentials that qualify them to work in the sectors that the EKCEP Local Workforce Investment Board has identified high demand sectors: Energy, Health Care, Skilled Trades, and Business.

The mission of the Career Clubs initiative is to build a regional talent pipeline by providing direct career placement services for graduates entering the workforce with a newly earned degree or credential, while providing employers with access to these well-prepared and skilled workers. This enables these graduates to quickly become top-notch employees who are meeting the needs of the region's high-demand employers in the growth industries.

Career Clubs help college graduates:

- Create an employment "game plan" of steps to take before and directly after graduation.
- Connect students with internships to enable them to get professional experiences from their field of study before or immediately after graduation.
- Teach graduates how to network with employers and key community leaders
- Assist graduates with individual career coaching as they conduct their job searches.
- Teach graduates how to improve their self-marketing and interviewing skills.
- Educate students about national, state, and local labor market trends.
- Provide work readiness education, so graduates are well informed about today's workplace expectations.
- Connect graduates to EKCEP's Business Services Team as a conduit to regional employers.

Implementation timeframe:

By the end of the program year in June 2015, EKCEP plans to be providing ongoing Career Club services each semester on the campuses of the three Kentucky Community and Technical College System (KCTCS) institutions within the EKCEP region and on the campuses of two KCTCS schools located just outside the EKCEP region. Those colleges are:

- Big Sandy Community and Technical College.
- Hazard Community and Technical College.
- Southeast Kentucky Community and Technical College.
- Ashland Community and Technical College.

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- Gateway Community and Technical College.

Partners/players/stakeholders and role of WIB:

Partners include the Kentucky Office of Employment and Training, the KCTCS institutions, members of the EKCEP Workforce Investment Board's Eastern Kentucky Business Services Team, and the community action agencies that provide WIA Career Advising services under contract with EKCEP.

Current status of initiative:

Career Club services have been established and are operating at two of the KCTCS institutions. The services will be expanded to each of the remaining four colleges by the end of the current program year. Quality and improvement are being evaluated continuously through collaboration among all partners via routine partnership meetings, student entrance and exit surveys, analytical data, pre- and post-job searching assessments to measure student's improved job-search knowledge, anecdotal reports of program successes and failures, and yearly job placement success rates.

Education Alignment Initiative (2)

Title: Accelerating Opportunities

☐ Initiative is a local innovation ☒ Part of a statewide initiative

Initiative's mission and strategic goals:

EKCEP is an active partner in the Accelerating Opportunities initiative. This initiative is a strategic collaboration between Adult Education, KCTCS, and the workforce system. It is directly linked to a grant to KCTCS made by a strategic collaboration of diverse philanthropies including the Bill & Melinda Gates Foundation, the Joyce Foundation, W.K. Kellogg, Kresge, and the Open Society Foundations. The mission is to strengthen adult learning through teaching within the context of occupational training.

EKCEP and its partners will provide assistance with recruitment, career advising, and job placement activities. The strategic goals of the initiative are to provide stackable credentials to adult learners in combination with adult education to increase job opportunities and sustainable wages.

EKCEP will pursue agreements with Big Sandy Community and Technical College, Hazard Community and Technical College, and Southeast Kentucky Community and Technical College to establish an on-going understanding of a partnership between the implementing colleges and EKCEP, Inc. that includes the use of WIA funds to partially support the Accelerating Opportunities initiative.

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Implementation timeframe:

The general implementation timeframe for this state initiative can be viewed in the strategic plan of the Kentucky Workforce Investment Board (KWIB). EKCEP has begun recruitment, which will be ongoing. Career advising will also be ongoing. Placement activities will begin as students complete their academic and training goals.

Partners/players/stakeholders and role of WIB:

Partners include Big Sandy Community and Technical College, Hazard Community and Technical College, and Southeast Kentucky Community and Technical College, Adult Education, EKCEP, Inc., the Office of Employment and Training.

Current status of initiative:

EKCEP has an active partnership with Accelerating Opportunities on the campuses of the Southeast Kentucky Community and Technical College and will be modifying our partnership over the next two years to better reflect the needs of Accelerating Opportunities and the partners involved.

MOUs are currently being developed with the three KCTCS colleges in the EKCEP region that reflect what we have learned in the previous year with Southeast Community and Technical College.

III. Economic Development Alignment

Related statewide initiatives: Entrepreneurship, Work Ready Communities, Business Services Redesign-Unified Business Services)

Economic Development Initiative (1)

Title: Kentucky Teleworks

☒ **Initiative is a local innovation** ☐ **Part of a statewide initiative**

Initiative's mission and strategic goals:

EKCEP's Kentucky Teleworks initiative is an innovative economic development strategy that brings telework (work-from-home) jobs with major national and international companies to Kentuckians who live in the commonwealth's most rural and economically challenged counties. Kentucky Teleworks gives rural Kentuckians an advantage in competing for these telework jobs by coordinating and combining the resources of local workforce investment boards, community-based agencies, and educational institutions to find, prepare, and support telework candidates.

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Over 40 million Americans currently telework, according to the Telework Coalition. More and more companies are adopting telework strategies because of rising fuel costs, increasing overhead, environmental concerns, and emerging technologies that allow instant communication and enable employers to monitor computer-based work wherever it is done — making it immaterial whether an employee works down the hall or across the continent. Because of its previous extensive investment in digital infrastructure, Kentucky is uniquely positioned to capitalize on this employment trend.

Kentucky Teleworks prepares and markets the state's workforce to telework employers, positioning Kentuckians to compete in the global economy. Kentucky Teleworks staff also works directly with employers to develop telework opportunities and compiles a list of available telework jobs that have been researched and vetted. This jobs list is updated weekly and is available to registered users of the Kentucky Teleworks website (www.kentuckyteleworks.com). When a customer registers through the website, he/she can begin searching through the jobs list as his/her information is forwarded to an experienced local workforce system career advisor. The career advisor or a Kentucky Teleworks staff member then contacts the customer and together they decide which telework jobs to target and develop a plan for getting the customer whichever workforce services will increase the chances of landing those jobs, including career counseling, resume development, and interviewing skills training. The career advisor's skills, experience, and familiarity with the many resources available through the state's workforce development system give the customer a definite advantage over unassisted applicants.

The matching of appropriate telework opportunities with applicants who are benefitting from the assistance and preparation of the workforce system makes Kentucky Teleworks succeed.

The Kentucky Teleworks initiative has cultivated partnerships and entered into discussions with companies that have the potential to employ hundreds of Kentuckians, including:

- AccountingDepartment.com.
- Frontier Communications (a Fortune 500 company).
- Convergys.
- NEW Corp.
- StarTek.
- IPSOS, a French-based international research marketing firm that used Kentucky Teleworks to hire more than 25 people.

The Kentucky Teleworks website has enabled people from across the state to apply for and gain employment with Apple, JP Morgan Chase, and other major

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international companies seeking teleworkers. Over 12,000 people have enrolled on the website since it went into operation.

Kentucky Teleworks plans to extend its outreach to employers by adding a Teleworks USA portal to its web services.

Unlike past economic development efforts in eastern Kentucky — which have focused primarily on trying to entice outside businesses into the region by investing in industrial parks and buildings and providing tax breaks — Kentucky Teleworks captures new jobs for the region without requiring the employers to make huge, long-term investments in facilities or relocate management staff to the region. Kentucky Teleworks also succeeds without requiring the state or local governments to waive taxes or invest large sums in site preparation or infrastructure.

Kentucky Teleworks is a cutting-edge program that can bring the benefits of economic expansion to rural areas of Kentucky by giving rural workers an advantage in capturing new jobs as more companies worldwide adopt telework. This stream of new job opportunities will create new tax revenue for the state and county governments while revitalizing distressed areas and improving the quality of life for rural workers.

Implementation timeframe:

Kentucky Teleworks began taking shape as the “Eastern Kentucky Distance Earning Initiative” in July 2010. It began operating in earnest and became Kentucky Teleworks on July 1, 2011. The initiative is growing rapidly and EKCEP plans to continue to promote telework opportunities and channel prospective teleworkers toward the job opportunities provided through Kentucky Teleworks and TeleworksUSA.com as an important element of its service strategy.

Partners/players/stakeholders and role of WIB:

The Eastern Kentucky C.E.P., Inc. and its Local Workforce Investment Board are currently the sole financial support for Kentucky Teleworks. Administrative staff members are employees of EKCEP. Career advisors and work-readiness trainers who work with Kentucky Teleworks clients are employees of the community action agencies that provide WIA services under contract with EKCEP.

Current status of initiative:

The initiative is active, ongoing, and expanding.

Economic Development Initiative (2)

Title: LWIB Strategic Planning for Alignment with Business Services and Economic Development

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☒ Initiative is a local innovation ☐ Part of a statewide initiative

Initiative's mission and strategic goals:

EKCEP and its Local Workforce Investment Board (LWIB) have launched an extensive and widely inclusive strategic planning process that is providing a strong measure of support for EKCEP's goal of more closely aligning its Business Services with economic development.

When completed and finally approved, this plan will function as a plumb line against which decisions will be measured in regard to both current and future agency programs and initiatives, including Business Services. The plan will also guide collaborative efforts with stakeholders and partners (including economic development, among many others) that support EKCEP's mission to prepare, advance, and expand the workforce of Eastern Kentucky.

EKCEP's vision is that partners and stakeholders will view the Strategic Plan as a plan for the entire region rather than just for EKCEP and, therefore, it will influence not only the workforce system but also education and economic development to work as a more efficient and more collaborative unit with many common goals. EKCEP and its LWIB view the development of this strategic plan as a critical part of the continued refinement and transformation of our Business Services that deliver targeted workforce solutions for employers.

The strategic planning process began with an extensive online survey sent to approximately 600 of the region's key representatives of business, economic development, education (secondary and postsecondary), and the workforce system. EKCEP asked survey recipients to provide input on a vision for the future of the Eastern Kentucky region; a vision for future of the region's workforce system; and vision for future role of the EKCEP LWIB.

The survey was extremely successful. EKCEP received 309 completed survey responses, representing a response rate of just over 50 percent. These responses included strong feedback from a large number of business and economic development entities, including:

- Chamber of Commerce Presidents/Directors (including 13 of 23 counties in EKCEP's service area, and all but four of the counties with active chambers)
- Business Owners/Operators (representing 56 separate businesses)
- Eastern Kentucky Economic Development Organizations, including:
 - Kentucky Highlands Investment Corporation
 - ECU Center for Economic Development, Entrepreneurship and Technology (CEDET)

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- Mountain Association for Community Economic Development (MACED)
- Southeast Kentucky Economic Development Corporation (SKED)
- Kentucky Cabinet for Economic Development
- Kentucky Labor Cabinet
- Kentucky Tech
- Small Business Development Centers
- East Kentucky Leadership Foundation
- Area Development Districts (including responses from all five ADDs in EKCEP's service area)
- EKCEP's LWIB members (including a large number of private business representatives)
- EKCEP's Board of Directors

EKCEP considers the input from this group to be a viable start toward becoming increasingly inclusive of the region's business community. This input will be important in helping shape EKCEP's future Business Services to ensure that they are tailored to meet employers' specific workforce needs.

Additionally, EKCEP plans to measure progress toward yet-to-be-determined baselines for each of the strategic plan's goals for the region, workforce system, and LWIB using numerous sources of data. These measures will also include numerous Business Services-centered data sets, possibly including (for example):

- Percentage of the region's population holding an education credential.
- Total employment in the region and number of new jobs in the region.
- Unemployment rates throughout the region (showing increases/decreases)
- Percentage of workforce employed in EKCEP's targeted sectors throughout the region.
- Percentage of clients entering employment in the quarter after they exit services.
- Percentage of clients entering employment in the quarter after they exit services who were not employed when entering services.
- Percentage of clients entering employment in the quarter after they exit services and remain in employment in both the second and third quarters after exit.
- Percentage of region's population holding a National Career Readiness Certificate (NCRC).
- Percentage of the region's working-age population who are employed.
- High school dropout rates in the region.
- High school graduation rates in the region.
- Percentage of the active workforce in the region on public assistance.

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- Median income.
- Gross Regional Product information.
- Numbers of employers in industrial partnership activities with EKCEP.
- Numbers showing active training and engagement between employers in the region and the workforce system (including Business Services, training, etc.)
- Percentage of working-age adults with at least a two-year degree.
- The percentage of households with broadband internet available. (Data should come from www.broadband.gov).
- Number of startup businesses in the region (via economic development organizations like KHIC, SKED, etc.)
- Number of joint ventures between workforce development and economic development organizations that resulted in new jobs in new and verging industries and sectors.
- Number of citizens in telework jobs.
- Number of new telework hubs established in the region
- Percentages of WIB/agency funds from WIA formula funds vs. non-WIA funds.
- Number of citizens placed in workforce training programs geared toward job in telework and verging industries, or toward small business startup activities.
- Number of citizens who receive support through workforce training programs and general career advising activities (e.g., Job Clubs) and then attain gainful employment.

Several of the measures in the list above are in direct alignment with the criteria in the WorkReady Communities initiative.

Implementation timeframe:

Once EKCEP's strategic plan is complete, approved, and officially adopted, additional work will include the creation of a system of Business Services customer service satisfaction surveys. These surveys will be used to gather feedback from employer customers of EKCEP's Business Services. The feedback that is received will help determine the future course of select programs and services, as well as identify areas for program improvement.

Partners/players/stakeholders and role of WIB:

The EKCEP WIB is the driver and convener of this regional strategic planning initiative. The WIB's vision is that the partners and stakeholders will view the Strategic Plan as a plan for the entire region rather than for only EKCEP or the

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workforce system, and therefore it will also influence education and economic development. The respondents to the survey see themselves as stakeholders, as evidenced by the extraordinary response rate of over 50 percent. These stakeholders include: Chambers of Commerce; business owners, economic development organizations (including Kentucky Highlands Investment Corporation, ECU Center for Economic Development, Entrepreneurship and Technology [CEDET], Mountain Association for Community Economic Development [MACED], Southeast Kentucky Economic Development Corporation [SKED], Kentucky Cabinet for Economic Development, Kentucky Labor Cabinet, Kentucky Tech, Small Business Development Centers, East Kentucky Leadership Foundation), Area Development Districts, and EKCEP's Board of Directors.

Current status of initiative:

Ongoing

Economic Development Initiative (3)

Title: Work Readiness Curricula

☒ **Initiative is a local innovation** ☐ **Part of a statewide initiative**

Initiative's mission and strategic goals:

The Eastern Kentucky C.E.P. WIB completed the Workforce Opportunity Project in 2010. This groundbreaking empirical survey was based upon 100 intensive face-to-face interviews of randomly selected eastern Kentucky employers.

Questions included:

- What are the most important personal traits you seek when hiring a worker?
- What skills do you need in your workforce today and in the future?
- What majors, degrees or training do your future workers need?
- What is your projection about hiring in the future?

The participating employers provided a picture of their best estimate of the future workforce needed in Eastern Kentucky. Their responses paved the way for preparing the workforce by identifying the top skills and traits needed. The results of this research are being used to provide workforce readiness information to customers of the workforce system as a means to address many of the critical job skills needed by eastern Kentucky employers.

EKCEP developed the *Fast Forward To Work* curriculum to give job seekers insight

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into the characteristics that employers in eastern Kentucky value and how employees can benefit and advance on the job by fulfilling employers' expectations. The curriculum also addresses ways to navigate in the workplace through understanding diversity within the workplace.

The mission of this initiative is to respond to the voice of the region's employers by developing a workforce that better understands the basic skills and traits most valued by the employers and is better prepared to provide those skills and traits. EKCEP strategically integrated the *Fast Forward To Work* curriculum into the new service model by making it a prerequisite to many of the services and trainings we provide or support. *Fast Forward To Work* workshops were provided by a contractor both to WIA clients as a part of their program activities and to businesses' employees and incarcerated inmates as stand-alone workshops. During this period, the contractor was an important collaborator for curriculum modifications, improvements, and customized delivery to meet the specialized needs of different industries.

The success of the curriculum in business and corrections settings and the evolving understanding of the needs of WIA clients led to the development of a specialized version of the work readiness curriculum for WIA clients. This curriculum — called "WorkSENSE" — will become an important element in EKCEP's WIA services to job seekers model, while *Fast Forward To Work* continues to serve employers and institutions.

Implementation timeframe:

EKCEP's work readiness curriculum initiative began July 1, 2011, and is expected to have both curricula fully implemented by June 30, 2014.

Partners/players/stakeholders and role of WIB:

The key partners in this initiative have not been clearly established. EKCEP's vision is that future partners will include secondary and postsecondary education, adult education, and the Office for Employment and Training, among others. The form these partnerships take will be based on the needs and interests of these organizations in work readiness curricula. The EKCEP WIB and its contractors will require many job-seeking clients to attend workshops using the *WorkSENSE* curriculum. *Fast Forward to Work* workshops may also be provided to employers as a preliminary step toward employment for their applicants. EKCEP also intends for this curriculum to be an important element toward helping communities qualify for certification as Work Ready Communities.

Current status of initiative:

The initial versions of both curricula have been developed and are being implemented within the EKCEP region.

EKCEP has provided *Fast Forward to Work* through a contractor who will deliver

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the training area-wide. This was done to create consistently high quality training delivery. The training may be provided by contracted instructors and/or administrators as its market expands.

IV. System Simplification

Related statewide initiatives: Alphabet Soup, Partner for Success, Case Management, High Impact Workforce Investment Boards

System Simplification Initiative (1)

Title:

☐ **Initiative is a local innovation** ☐ **Part of a statewide initiative**

Initiative's mission and strategic goals:

Implementation timeframe:

Partners/players/stakeholders and role of WIB:

Current status of initiative:

V. Customer Service

Related statewide initiative: Workforce Academy

Customer Service Initiative (1)

Title: Customer Service

☒ **Initiative is a local innovation** ☐ **Part of a statewide initiative**

Initiative's mission and strategic goals:

Several elements of EKCEP's service model are designed to improve customer service to the workforce system's clients, both job seekers and employers. The strongest customer-service elements of the EKCEP service model are:

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- Job Clubs.
- Eastern Kentucky Business Services Team
- Work Readiness Training.

Job Clubs — Job Clubs are small groups of job seekers that meet weekly with local workforce professionals to improve their job searches. The group members provide support for each other while networking and learning techniques for improving their job searches from the workforce professionals and invited guests. This combination of support, networking, and job-search education makes Job Club members much more successful at getting a job than job seekers who search alone.

In EKCEP's service model, Job Clubs improve customer service by providing a very flexible entry point for customers. Interested customers can attend a Job Club without meeting financial eligibility requirements or making a commitment to participate in programs or services. As customers attend Job Clubs and learn more about the workforce development system and the services it can provide, they can reach their own decisions about the degree to which they will engage with the system. Job Clubs place the choice in the customer's hands, while giving the workforce system a chance to deliver something of value to the customer immediately without complex enrollment procedures or conditions — both of which are important aspects of customer service.

EKCEP has begun to expand the Job Club service to include on-campus Career Clubs, which provide targeted job club services to graduates and soon-to-be graduates of community colleges. Career Clubs have been established at two of the five Kentucky Technical and Community Colleges in and around the EKCEP region; the other three schools will follow soon.

Eastern Kentucky Business Services Team — The Eastern Kentucky Business Services Team organized by EKCEP includes members representing all of EKCEP's partners in the Division of Workforce Investment of the Education and Workforce Investment Cabinet, the Cabinet for Economic Development, the Center for Rural Development, Area Development Districts, the Kentucky Community and Technical College System, the Small Business and Entrepreneurial Center at Eastern Kentucky University, the Mountain Association for Community Economic Development (MACED), and the Kentucky Highlands Corporation. The regular communication provided through this team, in conjunction with EKCEP's establishment of intercommunication as a key responsibility of its own business services staff, will make it easier for all the participating organizations to better meet the needs of their employer customers. By coordinating and unifying efforts, these organizations can more rapidly identify the needs of more of their employer customers, and can respond more effectively by leveraging the resources that each can contribute, thus delivering a higher level of customer service for employers.

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Better communication will make it possible for the workforce development system and its partners to serve the regions employers according to EKCEP's three guiding principles for business services:

- Business services should be solutions-driven.
- Business services should be relevant to business needs.
- Business services should be delivered in a timely manner.

Satisfaction Surveys for Job Seekers and Employers — As part of our ongoing emphasis on customer service, EKCEP will design and implement customer service exit surveys for all the workforce system's customers: job seekers, employers, and partners. The survey results will help EKCEP constantly seek new ways to innovate and improve to meet the needs of our customers and our region.

EKCEP will also offer refresher customer service training, to reinforce the training already presented through the Kentucky Workforce Academy. The training focuses on the "R.A.C.E." customer guidelines that teach Responsiveness, Accuracy, Clarity, and Empathy, which are a model for client centric organizations

Work Readiness Curriculum — EKCEP's new work readiness curricula — called *Fast Forward 2 Work* and *Work SENSE* — were developed and implemented in response to the needs of employers, as identified through both the Workforce Opportunity Project, EKCEP's yearlong survey of its region's employers, and EKCEP's experience delivering work readiness training to employers. The improved work readiness curricula address several of the issues employers identified as needed and lacking in eastern Kentucky's workforce. By teaching the lessons employers want taught to the region's job seekers, EKCEP is improving its ability to serve both its customers: the employers who identified the need and the job seekers whose chances of getting a job will increase.

Easier and more flexible access to the workforce system and its many services, faster and more comprehensive responses to the needs of businesses, and raising the readiness of eastern Kentucky's workforce are key elements in improving the customer service of the workforce system in the EKCEP region.

Implementation timeframe:

The three elements identified as key components of EKCEP's initiative to improve customer service were implemented when EKCEP's new service model went into effect: July 1, 2011. However, the research, planning, and development of these elements began early in the preceding program year; improvement, expansion, and modifications continue as these elements develop. Because customer service is critical to the success of EKCEP's efforts, there is no end date for these initiatives. They will be revised and expanded as results are analyzed.

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Partners/players/stakeholders and role of WIB:

The Eastern Kentucky C.E.P. WIB and its staff and contractors are responsible for the design and elements of the customer service elements as a part of the new service model

Current status of initiative:

Ongoing.

Oversight/Monitoring Process – Describe the local board strategy to ensure continuous improvement to move the local system toward the Commonwealth's vision and achieve the goals identified in the WorkSmart Kentucky Strategic Plan.

Monitoring is the process by which EKCEP staff, under the direction of the Eastern Kentucky C.E.P. WIB, determines whether contractors are in compliance with the provisions of the Act, contract terms, and the applicable State and Federal regulations. Monitoring provides a comparison of planned outcomes versus actual outcomes.

The monitoring process may include activities such as:

- Inspection of supporting documentation to ensure adequacy and accuracy.
- Comparing expenditures to contract limits.
- Writing reports and recommending corrective action.

EKCEP uses two monitoring methods:

- Desktop monitoring
- On-site monitoring

EKCEP's financial system will ensure that the agency, as well as any contractors, will provide fiscal controls and accounting procedures that are:

1. In accordance with generally accepted accounting principles and financial systems. These procedures shall include:
 - Information pertaining to sub-grant and contract awards, obligations, un-obligated balances, assets, expenditures, and income.
 - Effective internal controls to safeguard assets and assure their proper use.
 - A comparison of actual expenditures with budgeted amounts or each sub-grant and contract.
 - Source documentation to support accounting records.

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- Proper charging of costs and cost allocation.

2. Sufficient to:

- Permit preparation of required reports;
- Permit the tracing of funds to a level of expenditure adequate to establish that funds have not been used in violation of the applicable restrictions on their use.

Desktop monitoring and on-site monitoring are performed on accounting and programmatic systems to ensure that all requirements are met. The ability of contractors to execute proper fiscal controls is determined before contracts are awarded. Technical assistance is provided to contractors and training sessions may be provided as necessary. Cost principles, allowable costs, and cost clarification/limitations under the Act and applicable regulations will be reviewed in the procurement and budgeting process.

Desktop Monitoring: Desktop monitoring is performed by the staff of EKCEP's Monitoring Department, Accounting Department, and the Office of the Director. This type of monitoring consists of reviewing the reports, invoices, and other information received from contractors and field offices, and the internal reports generated by accounting, and other administrative staff.

Reviewing these reports may reveal a need for technical assistance, on-site monitoring, or corrective action. When a staff member identifies a problem area during desktop monitoring, the staff member immediately notifies the Office of the Director in writing. The Office of the Director then schedules an on-site monitoring visit by appropriate staff.

On-Site Monitoring: On-site monitoring involves a staff member (or members) traveling to the site to see firsthand if the operation is in compliance with program and/or contract requirements. This staff monitor (or monitoring team) examines documents, determines if training requirements are being met, reviews accounting practices and other programmatic and financial records using monitoring tools developed for the specific contract or activity.

When an on-site monitoring visit is completed, the monitor conducts an exit interview, fully explaining any findings and recommendations to the contractor. The monitor (or team) then prepares a written report of findings and any recommendations. A prepared format developed specifically for the monitoring system is used in preparing the report. This report is prepared and distributed following the on-site or desktop monitoring process. All reports are sent to the appropriate administrative staff that will review the report and take any necessary action.

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If corrective action is required by a monitoring report, the contractor must prepare a corrective action plan detailing the action to be taken. In these cases, the following procedure is followed:

1. The contractor must send the corrective action plan to the appropriate monitor within the period designated in the monitoring report. (If required, the monitor may provide technical assistance to the contractor in preparing the corrective action plan.)
2. Upon receiving the corrective action plan, the monitor reviews the response to determine whether it is acceptable. If the monitor determines that the plan is unacceptable, the monitor will provide the necessary technical assistance to the contractor.

After a corrective action plan has been approved by the monitor (or monitoring team), the contractor should implement the plan immediately. The monitor may make a follow-up visit to ensure plans are being followed correctly. On this visit, the monitor determines whether the corrective action plan has been implemented properly. The monitor then prepares a report of follow-up findings if necessary. This follow-up report is distributed to the appropriate contractor staff and central office staff.

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Section B: Program Operations

This section collects information required by “WIA Law, Section 118: Local Plan” in order for LWIBs to receive their base funding.

1. Keeping the changing economy in mind, describe the workforce investment needs of your local area:

a) Businesses

In 2011, “uncertain” is how most businesses described the current and projected state of the economy of eastern Kentucky. This uncertainty stemmed primarily from projections that the coal industry was headed for a significant downturn due to the looming hostile regulatory environment and unfavorable market conditions. Since 2012, the region that EKCEP serves has lost an estimated 7,200 coal mining jobs. More losses are expected. The region’s business community is facing very difficult times.

The workforce investment needs of businesses in our region have shifted. Trainings of incumbent workers and employed workers that could help avert layoffs and further business closures are necessary. Businesses within our region will need to expand into new markets and create new products; therefore workers will need to be retrained. Management staff also will need training and development to expand their knowledge of market analysis, leadership, product design, exporting, and other critical entrepreneurial skills.

Additionally, businesses in our region — like businesses around the world — are seeking additional resources to train their workers to keep pace with the continual advances in technology, or to qualify workers for promotion to fill skills gaps created by attrition or the retirement of older workers. Many businesses are hoping to meet some of these needs through more programs such as On-the-Job Training.

Finding workers with mid-level and upper-level skill sets is becoming a challenge for employers. We are also learning that business is concerned with the lack of public transportation in rural communities that makes it difficult for workers to get to work, therefore making it difficult for them to attract and retain workers.

Further, employers are concerned about the lack of connection between the economy and high schools. Employers are telling us that high school students are unaware of the good employment and career opportunities in this region, especially in the skilled trades. This is where the most obvious skills gap occurs. The need for apprenticeship programs and advanced training in the skilled trades has been identified by a number of employers.

Regional training providers will need to continually monitor businesses’ workforce needs, develop curricula, and deliver training which is accessible, affordable and

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responsive to employer needs.

b) Job seekers

The employment market will continue to be very difficult for job seekers in our region. Job seekers will need to assume a greater responsibility for developing and maintaining a portfolio of skills in order to ensure their competitiveness in the labor market.

It is no secret that many Kentuckians lack a skill credential, which often is a determining factor in one's employability, especially in relation to the occupations in demand locally. Job seekers will be required to identify and utilize needed academic remediation, wraparound support services, career pathways, and stackable credential offerings, which are being made available to them.

It will become more critical than ever before for job seekers to have access to assistance with setting attainable career goals, focusing their job searches, and choosing appropriate training. We find that job seekers are often not aware of the range of available occupations in the region that can offer a living wage and economic stability. Job seekers also request guidance in planning and preparing for their job search and in executing the steps in their job search process, such as writing resumes, developing job search strategies, finding job leads, and learning interviewing techniques. In sum, job seekers need assistance with career exploration and guidance, occupational information, access to resources, information about and access to training options, job search assistance, work experience, and education in soft skills and workplace behaviors. It is for these reasons that the Eastern Kentucky C.E.P. WIB has focused its efforts on emphasizing the role Career Advising plays in job-seeker success.

Funds that enable the workforce system to remove the barriers that prevent some job seekers from employment success continue to be a strong need in our region.

EKCEP anticipates increased services such as out of area job search assistance, relocation services, internships and training for high demand career opportunities that are outside of our region.

c) Workers

The relationship between employers and workers is changing. Today, most workers cannot expect to work for the same employer throughout their career or trust their employer to be responsible for their professional development and career advancement. Because of this, workers must become increasingly responsible for their own employability. As noted above, the need to master new technologies and skills will become increasingly important. Therefore, workers will require affordable training tied directly to their employment opportunities.

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Increasingly, workers and their employers are requesting additional training in both soft skills and specific occupational skills. Workers need applied occupational training specific to their jobs: increasingly, these trainings are crucial to keeping the jobs they already have. The Eastern Kentucky C.E.P. WIB is receiving additional training requests from both workers and employers on a more frequent basis.

Both workers and employers have also identified a concern over the lack of affordable health care benefits and whether the wages in the region are competitive. Both of these have become increasingly difficult for area employers to provide. These two areas of concern have been identified as the biggest factors affecting employers' ability to retain talent.

2. Describe the current and projected employment opportunities in your local area.

As noted above, the loss of over 7,000 coal mining jobs is driving our region into an economic crisis. However, employment opportunities do exist. The Eastern Kentucky Business Services Network is the primary conduit for "real time" information about employment opportunities within our region. The WIB also relies upon LMI data and results from EKCEP's research. Currently we have identified opportunities in the following areas with local employers.

1. Entry-level customer service industries
2. Healthcare
3. Skilled trades
4. Transportation industry
5. Communications

The WIB is also identifying employment opportunities that can be imported into the region through its Kentucky Telework initiative.

EKCEP's research has identified the skills, traits, and education needs that employers identified for new hires. A summary profile is provided in question 3 below.

3. Describe the job skills necessary to obtain such employment opportunities.

The job skills necessary to obtain the employment opportunities identified in question 2 above vary by occupation. However, all occupations require basic skills in math, reading and comprehension, written and oral communications, problem solving, reasoning, computer usage, and human relations. In addition, employers are demanding increased attention to basic work ethic skills such as attendance, punctuality, and teamwork.

A review of the specific technical job skill training requirements of the top occupations listed above reveals that most occupations will require at least moderate-term on-the-job training or some vocational classroom training. Jobs in healthcare are more likely to

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require at least an associate's degree. Telework job opportunities require a range of education and experience across the entire spectrum.

4. How does the LWIB ensure continuous improvement of its providers?

EKCEP management and staff plan and implement many initiatives for contractor staff and WIB staff to ensure continuous improvement and high quality service to customers and clients. Many of these initiatives include materials and curriculum custom-developed by EKCEP leadership, staff, and/or consultants.

Ongoing feedback from a number of sources is gathered and evaluated to determine the skill gaps and areas of training that are needed for continuous improvement. This feedback may include evaluations from previous training provided to staff, observations made during on-site technical assistance and coaching visits by consultants and/or EKCEP leadership, analyses of monthly and quarterly reports for performance data, analyses of data validation and monitoring reports, and analyses of direct requests from WIA and partner staff to the EKCEP management team.

5. List the continuous improvement activities in which your local providers and partners participated in PY 2012.

The continuous improvement activities which EKCEP's local providers and partners participated in during 2012-13 included:

- Training on EKCEP's Monthly Reports, with performance reviews of contractors and contractors' staff.
- Training on delivering and facilitating Job Clubs, including Job Club Team Model Training and monthly Job Club Facilitator Training.
- Global Career Development Facilitator (GCDF) training to enable a new class of Career Advisors to be certified as GCDFs.
- Training that provided continuing education units (CEUs) for Global Career Development Facilitators (GCDFs) to maintain their certifications.
- Focus Talent and Focus Assist state training.
- SETA Conference training for selected members of contractors' staff.
- Technical assistance and coaching for all contractors by EKCEP's workforce coordinators.
- On-site facilitation, modeling, and coaching for Job Clubs by EKCEP's Training and Development Coordinator.
- Sales training.
- Career Advisor Council initiatives.
- Workforce Academy training.
- State Internal Branding regional rollout training.
- Customer service training.

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6. Provide a list of planned continuous improvement activities for PY 2013-2014 in which your local providers and partners will participate.

The initiatives for ongoing continuous improvement that are planned for PY 2013-2014 include:

- Continuing education units (CEUs) and ongoing training for staff who have earned the Global Career Development Facilitator (GCDF) certification.
- Career Advisor Academy trainings that will be delivered to all WIA staff in four five-hour modules throughout the year, finishing in December 2014. Benchmarks and a matrix to outline the most critical skills needed in career advising will be utilized in training and follow-up that will help identify skills and document the development and progress made throughout the year. The benchmarks will specify Career Advisor skill levels in three categories: novice, proficient, and expert. The modules will include the following areas of hands-on instruction and follow up with all staff:
 - Resume writing techniques and tools, including employer-driven resume templates and cover letter preferences.
 - Labor market information (LMI) and employer research for successful resume building, job interviewing, and exiting to employment.
 - Interview preparation to assist clients to prepare for and successfully attain a job.
 - Steps for successful career advising that include connecting, educating, partnering, and building a good relationship with the client.
 - Ongoing follow-up between training modules in the yearlong Career Advisor Academy will be provided on site in order to observe Career Advisors demonstrating their progression of skills and to deliver feedback to staff. This model will support continuous improvement for all staff throughout the year and to allow them to grow toward the expert level in the benchmark and matrix of Career Advisor skills.
- Training staff on EKCEP's new work readiness curriculum "Work S.E.N.S.E." (Work Skills Everyone Needs to Succeed in Employment) for job-seeking clients.
- InterviewStream training with Career Advisors, WIA Directors and EKCEP leadership staff, including follow up for successful implementation with the new software and technology. InterviewStream includes a platform for both job seekers and employers to use in the interviewing and hiring process.
- EKOS and Focus Career training and updates for all staff by the state and by EKCEP staff, as needed.
- Training for Job Club Facilitators and other WIA staff (Career Advisors and WIA Directors) in updates, strategies, and new curriculum for Job Clubs and Career Clubs.
- Training in preparing EKCEP's monthly reports, including individual staff goals and program goals for each contractor.
- Leadership roundtable discussions for WIA Directors from each contractor.
- Ongoing technical assistance and coaching for all contractors by EKCEP's HOME

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and Workforce Coordinators.

- On-site facilitation, modeling, and coaching for Job Clubs and Career Clubs by EKCEP's Training and Development Coordinator.
- One-Stop Certification process (ongoing) for the Kentucky Career Center/JobSight in Hazard.
- Training and preparation of staff for the regional branding external rollout, ongoing Partner for Success training, and other state initiatives for all Kentucky Career Center JobSight partner staff.

7. What new initiatives is the LWIB implementing to ensure that the local workforce system meets the needs of employers and participants?

Since 2012, the region that EKCEP serves has lost an estimated 7,200 coal mining jobs. More losses are expected. These 7,200 workers have suddenly been added to the rolls of the unemployed in a region that already has some of the highest unemployment rates in the state. At the same time, the tens of millions of dollars that their annual wages represent have been subtracted from the region's economy. The lost wages mean less consumer spending, which places a strain on the region's business community. Yet this same business community is expected to somehow find ways to fund positions for 7,200 additional workers.

EKCEP and its partners in the workforce system are working frantically to respond to this crisis, trying to reduce the impact on the region's economy as we try to find ways to make it economically feasible for these experienced, hard-working former coal workers to remain in the region. EKCEP has received a National Emergency Grant (NEG) from the U.S. Dept. of Labor to fund our initiative that attempts to address this crisis. The initiative is called H.O.M.E. — "Hiring Our Miners Everyday" — and it provides retraining opportunities, on-the-job training, and other services for laid-off coal workers. Although H.O.M.E. is helping hundreds of former miners, thousands more remain in need of assistance. In the near future, EKCEP will probably seek additional funding to expand its efforts to respond to this economic crisis.

Because of the dramatic reduction of the role of coal production in eastern Kentucky's economy, the workforce investment needs of businesses in EKCEP's region have shifted. To give existing businesses a chance to survive, trainings for employed workers that could help a company avert layoffs or business closures are necessary. To survive, businesses within our region will need to expand into new markets and create new products; therefore workers will need to be retrained. The management staffs of businesses also will need training and professional development to expand their knowledge of market analysis, leadership, product design, exporting, and other critical entrepreneurial skills that will enable them to lead their businesses into a new era for eastern Kentucky. Meeting these needs will strain the narrow definitions of allowable training and services in the Workforce Investment Act.

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8. Performance Standards. What is the rationale for the LWIB negotiated performance measures? – Refer to Attachment A.

As in previous years, EKCEP is willing compromise our position that the EKCEP region is entitled to lower performance standards due to our area's economic and educational challenges and agree to accept the statewide performance standards as the standards for our area.

The Workforce Investment Act states very clearly that the governor of a state can dissolve and reorganize any local workforce area that fails to meet its performance standards for two consecutive years. The law also is quite specific about standards being adjusted for both states and local areas when extenuating circumstances — like elevated poverty and unemployment rates — are present. However, in practice past performance is too often the de facto driving factor for setting ever-rising standards, justified under the guise of "continuous improvement." Pushing standards continuously higher without regard to real-world factors that affect their attainability is destined to raise standards to a point where they cannot be attained. (It is akin to determining how far one can lean off a balcony before falling by leaning off of the balcony until one falls.) The threshold of risk for the poorest area in the state should not be higher than the state standard for acceptable performance.

No local area should ever be punished for meeting the statewide standards. It would be patently unfair to place the poorest area in the state at risk of being considered a failure for not meeting standards that are higher than the state standards. If the state standards establish the level considered failure, they should also establish the threshold of risk.

This is the considered and unanimous position of the EKCEP Workforce Investment Board, the EKCEP Board of Directors, and the local area management.

9. What percentage of the participants will be in training programs (not pre-vocational services) that lead to targeted high-growth and high-wage industries, demand driven occupations, and/or career ladder occupations as identified in Section A?

Of the Adult and Dislocated Worker clients who are enrolled into training, 100% will be in occupational trainings that lead to targeted high-growth and high-wage industries, demand-driven occupations, and/or career-laddering occupations.

10. What is the LWIB plan to help Kentucky increase by 10 percent the number of people who receive training and attain a degree or certificate through the following programs by June of 2015: WIA Title I-B programs, National Emergency Grants and Trade Adjustment Assistance?

EKCEP's plan for increasing the number of people who receive training and attain a degree or certificate through the programs listed above is to do the following:

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1. Increase collaborative efforts with KCTCS that increase the number of students that receive services such as career advising, limited internships, job clubs, and financial assistance that result in higher completion rates and goal attainment.
2. Continue support of Accelerating Opportunities as a means of increasing the number of adult education students that also complete certificate programs and receive stackable credentials.
3. Continue efforts to provide retraining support and other workforce services to dislocated workers in the region.

11. Describe the LWIB's Unified Business Services processes. (May attach separate Unified Business Services Plan)

EKCEP established an Eastern Kentucky Business Services Team before the KWIB mandated that local areas create a regional Unified Business Services team. Therefore, EKCEP intends for its Eastern Kentucky Business Services Team serve as the regional Unified Business Services team. The Eastern Kentucky Business Services Team includes members representing all of EKCEP's partners in the Division of Workforce Investment of the Education and Workforce Investment Cabinet, the Cabinet for Economic Development, the Center for Rural Development, Area Development Districts, the Kentucky Community and Technical College System, the Small Business and Entrepreneurial Center at Eastern Kentucky University, the Mountain Association for Community Economic Development (MACED), and the Kentucky Highlands Corporation.

The overall goal for this team will be to facilitate communication among all partners and allow for a streamlined method of providing world-class service to our partners in business and industry. The objectives of the team will be to:

- Provide for strategic communication and information sharing among workforce development partners.
- Identify emerging trends/business and industry needs (i.e. recruitment, training, surveys, retention, etc.)
- Identify areas of opportunity for partnering that create solutions to business and industry needs.
- Develop and implement methods of delivering identified services
- Create a mechanism for measuring customer satisfaction
- Identify and work to resolve barriers.

Concurrent to the development of the regional team is the creation of smaller local teams that will assist in the realization of the above referenced objectives. These teams will be able to work more intimately with local business and industry partners to provide required services and solutions to their immediate needs.

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Understanding that there is currently a Kentucky Unified Business Services Steering committee developing recommendations to the KWIB, the EKCEP plan may decide to incorporate additional objectives in the future based on the input of this committee.

12. How does the LWIA notify Rapid Response and/or Business Services team members to coordinate services when a business may be actually or potentially considering a layoff?

The Local Area Rapid Response (LARR) Coordinator and the state Rapid Response Coordinator work together to acquire information that is needed when a mass layoff is pending. If either one finds out important information regarding a mass layoff, they notify the other, to ensure that everyone has the latest information about the layoff. Services are coordinated by the LARR and the local Rapid Response team members as needed following the actual layoff. Regional Business Services Team members are also notified for additional assistance that may be needed for laid-off workers.

13. How does the LWIA respond to and secure information when there is a possibility of a mass layoff? How is this information communicated to local and state Rapid Response and Business Services teams?

Local WIA, OET and other Kentucky Career Center JobSight partner staff in the EKCEP region are instructed to notify the Local Area Rapid Response (LARR) Coordinator about any pending/actual layoffs. The LARR coordinator notifies the state via email within 24 hours of receiving notification of an actual or pending layoff that may potentially impact 50 or more employees. Regional Business Services Team members will be notified for consideration of services that may be needed and delivered to laid-off workers.

14. What is the LWIA process to inform the state of local Rapid Response events?

The LARR Coordinator notifies the state Rapid Response Coordinator, Franklin McGowan, by e-mail of all local Rapid Response events that are planned and delivered. Rapid Response Coordinator or member of the LARR team will enter all information into EKOS under the Rapid Response tab.

15. How does the LWIA respond to or assist companies that are potentially TAA certifiable?

When the LARR finds out about layoffs planned at a company, the employer is contacted to set up an initial informational meeting. During the initial employer meeting, the LARR team member will provide Trade information to the employer representative. Website information is given to the employer to complete a Trade petition, if so desired. When the LARR Coordinator acquires information that a company or its employees are in the process of filing a trade petition, the state Trade Act staff are notified by e-mail. LARR, WIA staff and state Trade Act staff (Regional Trade Facilitator and OET local staff) would be on standby for the final decision to certify the company and its employees as Trade eligible.

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16. What is the process used to provide assistance to a company that is DOL Trade-certified?

Upon notification that a trade petition has been approved, the Regional Trade Facilitator and the Trade Coordinator will contact the company to inform them of the approval and set up meetings for the Trade-certified workers. The Regional Trade Facilitator and Trade Coordinator work with the state Trade Act staff, and local WIA and OET staff in order to share all required information, complete all forms, and coordinate training needs (if applicable) for the DOL Trade-certified workers who were laid off. These services may include job search assistance, financial relocation assistance, and classroom training (ITA). OET staff provides case management until training is required by the Trade-certified worker. At that time, a referral is made to the WIA staff to provide case management during training. The Regional Trade Facilitator is required to sign off on the training plan after it is finalized by the Trade Coordinator and local WIA staff.

17. Provide the current Trade Regional Plan. (May attach separate Trade Regional Plan)
The Plan must include:

- Updated to date with the latest Trade Law, as amended.
- The process employed from the point of Petition Certification to Trade participant post-exit follow-up.
- Roles of both OET and WIA and other partners as applicable.
- Compliance with 618.890 merit staffing regulations.

EKCEP LWIA Trade Regional Plan, see Attachment with updated information.

18. How will your LWIA work with OET in calling in and conducting orientation sessions for people who are chronically unemployed? (*chronically unemployed - those who are not employable because of their lack of skills, education, and experience*)

OET staff conducts the first Eligibility Review (ERP) in person with the chronically unemployed client. The ERP is conducted online after the initial in-person appointment. OET staff provides case management to the client and makes appropriate referrals to WIA and other one-stop partners for needed services to assist in addressing the client's lack of skills, education, and experience and to address additional barriers to employment. In addition, all A claimants must come into the Kentucky Career Center JobSight to attend an orientation session for information about the full array of comprehensive services available to assist them with these barriers to obtaining employment. WIA, OVR, OFB, Adult Education and other one-stop partners will partner and coordinate with OET staff to provide orientation sessions for all chronically unemployed clients.

19. Describe the process in which partners (i.e. Wagner-Peyser) will ensure some level of enhanced services to the chronically unemployed and UI applicants selected for Reemployment and Eligibility Assessment (REA). Describe what services will be offered such as job placement activities, resume writing or interviewing workshops, etc.

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One-Stop partner staff at the Kentucky Career Center JobSight coordinate activities to provide enhanced services to customers and clients for Reemployment Eligibility Assessment (REA). The services that are provided to the chronically unemployed and UI applicants will be delivered through the following process. Individuals are selected and notified by letter to attend the REA orientation regarding services that are available to help with job search and job placement needs. Prior to the orientation, OET staff identifies which customers still need to complete Focus Career and the Eligibility Review. If needed, one or both of these services will be delivered by OET staff when the customer's scheduled orientation is completed. OET, WIA, and other One-Stop partner staff conduct the orientation sessions in coordination to ensure that all information about the spectrum of enhanced services that are available is provided to customers who have been scheduled to attend. Appropriate referrals for additional partner services are identified as individuals talk to partner staff during and following the orientation.

Additional activities that may be offered to the customer following the referral process after orientation include labor market information, job search and job placement assistance (including the Kentucky Teleworks initiative), formal and informal interest and skill assessments, customized resumes, interview skill development, career advising services, Job Clubs, Work SENSE (work readiness) workshops, and Kentucky Employment Network (KEN) workshops (if the customer was not selected to attend this workshop in prior weeks of receiving UI). All of these enhanced services for the chronically unemployed and UI applicants are identified during the REA orientation session and afterward through appointments with OET, WIA and other One-Stop partner staff. Plans have been made to hire additional staff to provide grant funded REA-EUC services in Hazard and Prestonsburg.

20. What is your strategy to ensure that job-ready job seekers enrolled in your programs (including non-program Universal Customers), are registering in FocusCareer and are making their resumes viewable to employers?

The receptionist at the front desk of the Kentucky Career Center JobSight refers customers to OET staff if they are interested in employment services or Unemployment Insurance services. OET staff checks to see if these customers have already self-registered in Focus Career and also confirms that their resume information is completed properly and is viewable to employers. The customers must be fully enrolled in Focus Career in order to continue receiving their UI check. As a last resort and to ensure compliance, there is a 10-day window to stop the UI check for any customers who will not complete their information in the Focus Career system.

21. Describe how youth activities are provided in the LWIA (in-house, contractors, combination, etc). Provide a brief description of a current or recent exemplary youth program or activity and a brief description of any anticipated new youth programs or activities envisioned by the LWIA.

EKCEP has redesigned its WIA youth program to align it with EKCEP's overall service model and its emphases on career advising and transition into employment. Although

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EKCEP's youth programs still ensure that eligible youth have opportunities to develop and achieve career goals through education and workforce training, they also emphasize more direct paths to employment, especially for out-of-school youth.

Providing Youth Services — EKCEP provides youth services through contractors who hire youth staff and deliver services in their local areas. EKCEP program coordinators work closely with these contractors to implement EKCEP's policies and develop strategies for youth services that:

- Effectively connect eligible youth to available services.
- Provide a thorough review of the occupational and workforce service needs of each youth.
- Provide an individualized service strategy for each youth that includes appropriate career goals and plans for overcoming barriers.
- Integrate WIA services with other appropriate community services.
- Prepare youth to meet employers' needs.

EKCEP's WIA Youth programs provide access (based upon individual need) to these 10 service elements required under WIA:

1. Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies;
2. Alternative secondary school offerings;
3. Summer employment opportunities directly linked to academic and occupational learning;
4. Paid and unpaid work experiences, including internships and job shadowing as provided in §664.460 and §664.470;
5. Occupational skill training;
6. Leadership development opportunities, which include community service and peer-centered activities encouraging responsibility and other positive social behaviors;
7. Supportive services, which may include the services listed in §664.440;
8. Mentoring for a duration of at least 12 months that may occur both during and after program participation;
9. Follow-up services, as provided in §664.450; and
10. Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.

EKCEP's WIA Youth services are designed to meet the WIA Common Measures performance goals by:

- Helping high school students who face barriers to scholastic or employment success to transition from high school to employment and/or post-secondary education.
- Helping Out-of-School Youth to overcome barriers and successfully transition into

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employment and/or post-secondary education.

Out-of-School Youth Services — Because of limited funding, EKCEP is targeting its Out-of-School Youth services to youth ages 18 to 21 — the portion of the eligible population that is most critically in need of rapid assistance to enter employment. To maximize the assistance available to help these youth transition into employment, EKCEP has blended its Out-of-School Youth services with its Adult and Dislocated Worker services. Despite having different WIA eligibility requirements and performance measures, older Out-of-School Youth need basically the same workforce services as Adult and Dislocated Workers to enable them to overcome barriers to entering and succeeding in the workforce.

In addition to the full array of career advising and planning, skills development, job-search assistance, Job Clubs, and other services that are provided to Adults and Dislocated Workers, work experience opportunities are featured prominently for Out-of-School Youth. Work experience placements introduce and acclimate participants to the world of work and to give them experience in specific career fields or with specific employers who may be hiring soon.

Although it does not exclude other options, the emphasis of EKCEP's Out-of-School Youth program is on real local employment opportunities and the short-term skills development that qualifies clients to take advantage of those opportunities.

In-School Youth Services — To ensure a focus on transition into employment and/or postsecondary education, EKCEP limits its In-School Youth services on youth who are juniors or seniors in high school. EKCEP has blended its In-School Youth services with its Adult and Dislocated Worker services. In-School Youth receive a variety of services to help them overcome barriers to career or academic success, however the program emphasizes work experience placements, the skills necessary to acquire a job, and career advising to help the youth make informed career and educational choices and define the steps needed to pursue the career or educational goals.

In addition to the full array of career advising and planning, skills development, job-search assistance, Job Clubs, and other services that are provided to Adults and Dislocated Workers, work experience opportunities are featured prominently for In-School Youth. Work experience placements introduce and acclimate participants to the world of work and to give them experience in specific career fields or with specific employers who may be hiring soon.

Although it does not exclude other options, the emphasis of EKCEP's In-School Youth program is on real local employment opportunities and the short-term skills development that qualifies clients to take advantage of those opportunities.

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22. Identify the criteria used in awarding grants for youth activities, including criteria used to identify effective and ineffective youth activities and providers of such activities.

Providers of youth services are selected from proposals submitted in response to a Request for Proposals (RFP), in accordance with EKCEP's procurement policies and procedures. In the past, EKCEP has issued a stand-alone RFP for providers of In-School Youth Services; Out-of-School Youth services were solicited by an RFP for combined Adult, Dislocated Worker, and Out-of-School Youth services, reflecting the melding of these services in EKCEP's service model. Currently, EKCEP has blended its In-School Youth services with the Adult, Dislocated Worker, and Out-of-School Youth services, combining the solicitation into a single RFP process. In-School and Out-of-School providers are selected from respondents who propose to provide the full array of WIA services.

Youth services providers are selected from among the proposals received on the basis of several criteria, including but not limited to the proposing organization's:

- Experience managing and providing youth case management in a workforce development environment.
- Connections to community resources that can be leveraged to comprehensively serve youth clients.
- Ability to provide sufficient service locations to cover the area to be served.
- Experience with Department of Labor workforce programs with regard to client record keeping, data entry, and eligibility certification requirements.
- Ability to work collaboratively with EKCEP, Inc. and other stakeholders in the workforce system with regard to staff training, service delivery and monitoring.
- Proposed line item budget for providing youth services

23. Provide a description of the process used by the LWIB to provide an opportunity for public comment, including comment/input by representatives of business and labor organizations, prior to submission of the plan.

A draft version of the Eastern Kentucky C.E.P. Local Area Plan will be posted on the EKCEP website (www.ekcep.org) for a public comment period of 30 days, beginning November 1, 2013. Public comments will be accepted through an e-mail link provided on the website. Any comments that express disagreement with the plan will be submitted to the Governor, through the Kentucky Office of Employment and Training, at the close of the public comment period.

24. Describe the competitive process to be used for awarding the grants and contracts in your local area for WIA activities.

EKCEP will procure property and services in a manner that provides open and free competition to the maximum extent practical by following the Eastern Kentucky Concentrated Employment Program, Inc. Procurement Procedures and the Code of Federal Regulations 29 (CFR) Part 97.36.

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The EKCEP Procurement Procedures define the procedures, safeguards, and recordkeeping requirements for the methods of procurement that EKCEP may use in purchasing goods and services and awarding contracts. The procurement methods used by EKCEP include:

- Small Purchase Process, which includes categories for items that cost:
 - \$500 to \$4,999.
 - \$5,000 to \$19,999.

The quote-gathering and documentation requirements for each of these categories are described in detail in EKCEP's Procurement Policies.

- Competitive Sealed Bids Process, which applies to purchases of \$20,000 or more, as delineated in CFR 97.36(d)(2). Specific requirements for advertising for bids, evaluating bids, and awarding contracts in this category are described in EKCEP's Procurement Policies.

When the competitive sealed bids process is used, EKCEP will advertise its request to receive sealed bids in the Lexington Herald-Leader newspaper and on the EKCEP website. Other local, regional, or state circulated papers may be used if deemed necessary to attract adequate competition.

- Competitive Proposal Process, which applies to purchases of \$20,000 or more and requires a "request for proposals" (RFP). These proposals most often result in a cost-reimbursement contract. However, the policies allow EKCEP to award a fixed-price contract when appropriate. Specific requirements for preparing the request, publicizing the request, evaluating the proposals, and awarding contracts in this category are described in EKCEP's Procurement Policies.

When the RFP process is used, EKCEP's request will be publicized by publication for a minimum of two days in the Lexington Herald-Leader's Legal Notice section and by postings on EKCEP's website during the open time frame of the solicitation. Notification of the RFP will also be sent to current pre-qualified lists of potential bidders to ensure open and free competition.

RFPs shall either:

- Have a defined response deadline, after which all respondents to the RFP will be evaluated together; or
- Have an undefined deadline, or a "rolling time frame," during which respondents

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to the RFP will be evaluated on a rolling basis.

RFPs will be evaluated and contracts will be awarded according to the RFP specifications and written selection procedures to responsible firms whose proposals are most advantageous to EKCEP and its purposes with price and other factors being considered.

- Non-Competitive Proposals or Negotiations Process, which is limited to use in specific circumstances when:
 - Other procurement methods are not feasible or appropriate.
 - The services of a licensed professional are being purchased.
 - A contract for certain types of insurance is being purchased.

Details about the specific circumstances in which non-competitive proposals or negotiations may be used, examples of the types of licensed professionals whose services qualify, and examples of the types of insurance purchases that qualify are described in EKCEP's Procurement Policies.

EKCEP's selection of service providers will be accomplished in an unbiased manner and in compliance with the Workforce Investment Act and the regulations. Awards will be made to organizations possessing the demonstrated ability to perform successfully under the terms and conditions of a proposed sub-grant or contract. Details about the factors that shall take into consideration to determine demonstrated ability are provided in EKCEP's Procurement Policies.

Any protests, disputes of decisions, or claims arising from EKCEP's procurement activities will be handled via a process that includes the filing of an official protest and a hearing to review the procurement process and the reasons the proposal was not selected. The hearing will determine whether any corrective action should be taken. Details of the protest and hearing processes are contained in EKCEP's Procurement Policies.

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Section C: System Operations and Attachments

In this section, LWIBs must provide information needed to ensure that the local workforce delivery system meets certain legal requirements as well as complies with agreements between OET and LWIAs. This section also asks for information needed to respond to requests from legislative leaders, local leaders, Education and Workforce Development Cabinet's executive management, and other interested parties. *(As with the state plan submitted to the Department of Labor, local areas should update their contact information if there have been changes to the individuals listed since the last submittal. This process is simply a contact change—not a requirement to modify the local plan.)*

1. List contact information for the designated site representative(s) at each of your comprehensive career center locations. If there is more than one contact, please include.

Location: Kentucky Career Center JobSight, Hazard

Contact:	1) Jack Duff	2) Donna Johnson
Title:	1) Jobsight Manager, LKLP	2) WIA Director, LKLP
Phone:	1) 606-436-3161	2) 606-436-3161
E-mail:	1) j.duff@lklp.net	2) d.johnson@lklp.net

Location: Kentucky Career Center JobSight, Pikeville

Contact:	1) Melissa Williams	2) Steven Wright
Title:	1) JobSight Coordinator, EKCEP	2) Workforce Development Consultant, OET
Phone:	1) 606-433-7721	2) 606-433-7721
E-mail:	1) mwilliams@ekcep.org	2) Stevenj.wright@ky.gov

Location: Kentucky Career Center, JobSight, Manchester

Contact:	1) Mona Whitaker	2)
Title:	1) Deputy Director, Daniel Boone CAA	2)
Phone:	1) 606-598-5127	2)
E-mail:	1) Mona.whitaker@danielboonecaa.org	2)

Location:

Contact:	1)	2)
Title:	1)	2)
Phone:	1)	2)
E-mail:	1)	2)

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2. List the contact information for the person responsible for the WIB's rapid response activities.

Contact:	1) Michelle Feltner	2)
Title:	1) Workforce Coordinator, Trade & LARR Coordinator, EKCEP	2)
Phone:	1) 606-435-8491	2)
E-mail:	1) mfeltner@ekcep.org	2)
Reports to:	Jennifer Bergman, JobSight Services Director, EKCEP	

3. List the contact information for the person responsible for the WIB's business services activities.

Contact:	1) Joyce Wilcox, GCDF	2) Melissa Quillen
Title:	1) Industry Liaison & Certified Business and Employment Services Coordinator, EKCEP	2) Regional Manager, OET
Phone:	1) 606-435-8490	2) 606-435-6038, ext. 5035
E-mail:	1) jwilcox@ekcep.org	2) Melissaw.quillen@ky.gov
Reports to:	f Whitehead, Executive Director, EKCEP	

4. List contact information for the local person responsible for Americans with Disabilities Act (ADA) for all partner programs in your area.

Contact:	1) Janie Hackney	2)
Title:	1) Human Resources Officer & Administrative Assistant, EKCEP	2)
Phone:	1) 606-435-8492	2)
E-mail:	1) jhackney@ekcep.org	2)
Reports to:	Jeff Whitehead, Executive Director, EKCEP	

Law Reference: 29 CFR 37.25 – Responsibility of Equal Opportunity Officer Law Reference: 29 CFR 37.23 – Designation of Equal Opportunity Officer

5. List contact information for the local person responsible for Equal Opportunity and completing the Discrimination Complaint Log. (*Section 188 of the WIA or 29 CFR Part 37*)

Contact:	1) Janie Hackney	2)
Title:	1) Human Resources Officer & Administrative Assistant, EKCEP	2)
Phone:	1) 606-435-8492	2)
E-mail:	1) jhackney@ekcep.org	2)
Reports to:	Jeff Whitehead, Executive Director, EKCEP	

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6. List contact information for the person responsible for English as a Second Language (ESL) for all partner programs in the local area.

Contact:	1) Janie Hackney	2)
Title:	1) Human Resources Officer & Administrative Assistant, EKCEP	2)
Phone:	1) 606-435-8492	2)
E-mail:	1) jhackney@ekcep.org	2)
Reports to:	Jeff Whitehead, Executive Director, EKCEP	

7. List contact information for the person responsible for local customer relations such as recording/reporting incidents and non-discrimination complaints. (i.e. customer is injured in one-stop career center; customer complaints about non-professional service, etc.)

Contact:	1) Jennifer Bergman	2)
Title:	1) JobSight Services Director, EKCEP	2)
Phone:	1) 606-435-8484	2)
E-mail:	1) jbergman@ekcep.org	2)
Reports to:	Jeff Whitehead, Executive Director, EKCEP	

List the programs for which this individual is responsible for providing customer relations.

WIA Adult, WIA Dislocated Worker, WIA Out-of-School Youth, WIA In-School Youth, Trade, Rapid Response, NEG	
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Contact:	1) Melissa Quillen	2)
Title:	1) Regional Manager, OET	2)
Phone:	1) 606-435-6038	2)
E-mail:	1) Melissaw.quillen@ky.gov	2)
Reports to:	Buddy Hoskinson, Executive Director, OET; Lori Collins, Director of Workforce & Employment Services, OET; Gina Oney, Assistant Director of Workforce & Employment Services, OET	

List the programs for which this individual is responsible for providing customer relations.

Wagner-Peyser, Unemployment Insurance, Employment Services, Trade, Veterans Employment Services	
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8. If the individual listed above is NOT the person responsible for customer relations for any of the core partner programs, list the contact information for the person responsible for customer relations for each of the other programs.

Program(s) Office of Vocational Rehabilitation
Contact: Holly Hendricks
Title: Assistant Director, OVR
Phone: 502-564-4440
E-mail: Holly.hendricks@ky.gov
Reports to: David Beach, Executive Director, OVR

Program(s) Office for the Blind
Contact: Alan Gullett
Title: Regional Branch Manager, OFB
Phone: 859-246-2111 or 606-889-1685
E-mail: Alanj.gullett@ky.gov
Reports to: Allison Flanagan, Executive Director, OFB

9. Does the local area have in place an agreed upon WIA Discrimination complaint process per 29 CFR Part 37.76-77?

☒ Yes ☐ No

If no, is there a plan in process to develop a discrimination complaint procedure?

☐ Yes ☐ No

10. List contact information for the person responsible for local data in the Kentucky Career Center facilities.

Contact: Bridget Back
Title: Research and Program Effectiveness Manager, EKCEP
Phone: 606-435-8486
E-mail: bback@ekcep.org
Reports to: Jeff Whitehead, Executive Director, EKCEP

11. Complete Attachment D – *Workforce Investment Area Sub-Grantee List* and provide a current listing for each of the LWIA Sub-Grantee names, services provided, funding source, city and state of Sub-Grantee, and whether the Sub-Grantee/Provider is located in a Kentucky Career Center.

12. Complete Attachment B – *Workforce Investment Board/Council Membership List* and provide current contact information for the members of the local workforce investment board, including any vacancies, and the organizations that are represented on the board.

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Indicate whether the business representatives come from “targeted high-growth/high wage” industries, and/or provide demand driven occupations.

13. Briefly describe the LWIB’s policy and timetable for filling vacancies, replacing/reappointing individuals whose terms have come to an end. Include in your description any plans to fill the terms that will be expiring as of June 30, 2014.

The following is an excerpt from the EKCEP WIB Bylaws:

“SECTION 3.2 - TERMS OF MEMBERS

- (1) Members shall be appointed to serve for life, at the pleasure of the WIB and Chief Elected Official, or until their affiliation with the category they represent ends or they resign their membership.*
- (2) Should a vacancy occur, the Eastern Kentucky C.E.P., Inc., Board of Directors, acting as the Chief Elected Official, shall appoint a new member to represent the category of the member whose loss created the vacancy. This appointment shall be made from nominations gathered in accordance with the Law and the specifications in Section 3.1 of these by-laws, and should occur as soon as possible after the vacancy occurs.”*

The EKCEP WIB has one current vacancy in the category Community Based Organizations. The EKCEP Board of Directors will be soliciting and receiving nominations for representatives from non-profit organizations within our region that provide workforce related services to our region. We expect nominations to be received in March 2014 to be filled by June 2014.

EKCEP, Inc. does not anticipate additional openings during 2014.

According to DOL Training and Employment Guidance Letter (TEGL) 10-09 program operators/service providers are required to provide Veterans Priority of Service in 20 DOL-funded programs. These programs include WIA Adult and Dislocated Worker formula funded programs, Wagner-Peyser Employment services, Trade Act Programs, National Emergency Grants, Senior Community Service Employment Programs (SCSEP), Migrant/Seasonal Farmworker Programs, H-1B Technical Skills Training Grants, Job Corps, WIA Demonstration Projects, Youth Opportunity Grants, pilots, and Research and Development.

Final rules (dated December 19, 2008) for Veterans Priority of Service as it relates to DOL programs.

Veterans’ Program Letter (VPL) 07-09 (dated November 10, 2009) implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in Whole or in Part by the U.S. DOL.

LOCAL WORKFORCE INVESTMENT BOARD PLAN

PY 2013 – 2014

Considering the Public Law cited here, answer the following questions pertaining to your local process and procedures that ensure that Veterans receive priority of service.

14. What is the process you use to identify Veterans coming into your Kentucky Career Center?

Upon arrival at the Kentucky Career Center JobSight, all customers are asked by the receptionist at the front desk to sign in, and identify themselves as a Veteran as appropriate. The receptionist checks the sign-in sheet and gives customers who are identified as Veterans a priority of service and they are seen prior to other job seekers who are waiting to see Kentucky Career Center JobSight staff.

The receptionist moves the Veteran to the first step in customer flow, which is to talk with the Kentucky Career Center JobSight intake staff. Intake staff conducts an informal needs assessment to determine all services that the Veteran needs to receive. When the intake is completed, referrals are made to appropriate Kentucky Career Center JobSight partner staff who work to provide services needed by the Veteran. If barriers to employment are determined through the assessment process, partner staff may refer the Veteran to see the DVOP Veterans staff at the Kentucky Career Center JobSight to help with these barriers to employment. All partners work together to make sure that the Veteran's needs for services are met.

15. What is the process you use to assess the needs of Veterans seeking service in your Kentucky Career Center and how do you identify Veterans with a barrier to employment?

When a Veteran comes into the Kentucky Career Center JobSight, he/she initially talks to the reception staff. Signs are posted asking Veterans to identify their status. Reception staff asks the Veteran what it is they need and identifies potential barriers initially through this informal assessment process. The Veteran is referred to appropriate Kentucky Career Center JobSight staff for services. If partner staff determine that additional assessments are needed, they will be scheduled for the Veteran. Veterans are given preference to all services in the Kentucky Career Center JobSight. These services may be provided by any and all partners that are appropriate to the needs of the Veteran. OET staff called LVERs and DVOPs may also use special assessments to identify barriers and can offer additional specialized services to all Veterans at the Kentucky Career Center JobSight.

16. What is your process for referral to appropriate program staff, or in the case of a Veteran with an employment barrier, to the local Veterans Employment Representative?

The following process is used to determine referrals to appropriate program staff. Signs are posted at the reception desk at the Kentucky Career Center JobSight for a Veteran to identify his/her status upon signing in. The reception staff asks what services are needed and identifies the partner who is appropriate to assist the Veteran with his/her needs. An employment barrier would be identified through targeted questions asked by reception staff. A referral or referrals are made to staff at the Kentucky Career Center JobSight to include OET, WIA, OVR, OFB, Adult Education and other partners as appropriate, based on answers given by the Veteran. All of these partners would be able to contribute in a

LOCAL WORKFORCE INVESTMENT BOARD PLAN

PY 2013 – 2014

specialized way to address specific employment barriers that are identified by reception staff. Further intake and informal assessment will be conducted by the partner staff as the initial visit unfolds and services are scheduled for the Veteran for enhanced intensive services. If specialized Veterans services are required, a referral is also made to the LVER or DVOP to meet that need.

17. What is your process to ensure veterans receive priority of service when performing job referrals, enrolling in training and enrolling in training if waiting lists exist?

Veterans who meet the job order criteria specified by the employer will receive first priority during the referral process to the job for employer consideration. Additional job seekers who meet job order criteria will be referred after the initial 24 hour period of Veteran job seeker referral to the employer.

Client Selection Procedures for ITAs: WIA Adults — The Workforce Investment Act requires that local workforce areas give priority to recipients of public assistance and low-income individuals when selecting qualified adults into training. Veterans must also be given priority. Program operators and career advisors must provide documentation that their client-selection process for Individual Training Accounts (ITAs) gives priority to these groups in the following order of priority:

Order of Priority During Funding Limitation

1st Priority: Veterans and/or eligible spouses who are public assistance recipients or low-income individuals who also meet existing ITA eligibility requirements.

2nd Priority: Nonveterans who are public assistance recipients or low income individuals who also meet existing ITA eligibility requirements.

3rd Priority: Veterans and/or eligible spouses who meet existing ITA eligibility requirements.

4th Priority: Non-veterans who meet existing ITA eligibility requirements. In order to adhere to this policy, career advisors will be required to keep a complete record of the qualified Adult clients who were being considered for ITAs at the time of each selection process.

NOTE: WIA regulations state, in accordance with 38 U.S. Code Part 4213, that “any amounts received as military pay or allowance by any person who served on active duty, and certain other specified benefits, must be disregarded when determining if a person is a ‘low-income individual’ for eligibility purposes.”

Client Selection Procedures for ITAs: WIA Dislocated Workers — The Workforce Investment Act requires that local workforce areas give priority to veterans when selecting qualified dislocated workers into training. Program operators and career advisors must provide documentation that their client selection process for ITAs gives priority to these groups in the following order of priority:

Order of Priority During Funding Limitation

1st Priority: Veterans and/or eligible spouses who meet existing ITA eligibility

LOCAL WORKFORCE INVESTMENT BOARD PLAN

PY 2013 – 2014

requirements.

2nd Priority: Nonveterans who meet existing ITA eligibility requirements.

In order to adhere to this policy, career advisors will be required to keep a complete record of the qualified Dislocated Worker clients who were being considered for ITAs at the time of each selection process.

Client Selection Procedures for ITAs: WIA Out-of-School Youth — The Workforce Investment Act requires that local workforce areas give priority to veterans when selecting qualified out-of-school youth into training. Program operators and career advisors must provide documentation that their client selection process for ITAs gives priority to these groups in the following order of priority:

Order of Priority During Funding Limitation

1st Priority: Veterans and/or eligible spouses who meet existing ITA eligibility requirements.

2nd Priority: Nonveterans who meet existing ITA eligibility requirements.

In order to adhere to this policy, career advisors will be required to keep a complete record of the qualified Out-of-School Youth clients who were being considered for ITAs at the time of each selection process.

Rec'd
1-27-14
JTB

LOCAL WORKFORCE INVESTMENT BOARD PLAN
PY 2013 - 2014

Signature Page

Program Years 2013 - 2014
(January 1, 2014 - June 30, 2015)

Workforce Investment Area Name: Eastern Kentucky C.E.P., Inc. Workforce Area

Workforce Investment Board Name: E.K.C.E.P., Inc. Workforce Investment Board

Name and Contact Information for the WIB:

Name and Title: Carroll Burchett, Vice Chairman
Address: 1989 Ky. Rt. 3214
Address: _____
City, State, Zip: Flat Gap, Ky. 41219.
Phone: 606-265-4256
Fax: _____
Email: ccburch@foothills.net

Name and Contact Information for the Local Elected Official(s):

Name and Title: John E. Pennington, Chairman
Address: 347 Railroad Ave.
Address: _____
City, State, Zip: Manchester, Ky. 40962
Phone: 606-391-3134
Fax: _____
Email: jepennington@windstream.net

We the undersigned, attest that this submittal is the Program Years 2013-2014 (January 1, 2014 - June 30, 2015) Local Plan for our WIB/WIA and hereby certify that this Local Plan has been prepared as required, and is in accordance with all applicable state and federal laws, rules, and regulations.

For the Workforce Investment Board	For the Local Elected Officials
Name: <u>CARROLL BURCHETT</u>	Name: <u>John Ed Pennington</u>
Title: <u>VICE CHAIR, EKCEP WIB</u>	Title: <u>Chair, EKCEP Board of Directors</u>
Signature: <u>Carroll Burchett</u>	Signature: <u>John E. Pennington</u>
Date: <u>12-12-13</u>	Date: <u>1-18-14</u>

LOCAL WORKFORCE INVESTMENT BOARD PLAN
PY 2013 – 2014

Signature Page

Program Years 2013 – 2014
(January 1, 2014 + June 30, 2015)

Workforce Investment Area Name: Eastern Kentucky C.E.P., Inc. Workforce Area

Workforce Investment Board Name: E.K.C.E.P, Inc. Workforce Investment Board

Name and Contact Information for the WIB:

Name and Title: _____
Address: _____
Address: _____
City, State, Zip: _____
Phone: _____
Fax: _____
Email: _____

Name and Contact Information for the Local Elected Official(s):

Name and Title: _____
Address: _____
Address: _____
City, State, Zip: _____
Phone: _____
Fax: _____
Email: _____

We the undersigned, attest that this submittal is the Program Years 2013-2014 (January 1, 2014 – June 30, 2015) Local Plan for our WIB/WIA and hereby certify that this Local Plan has been prepared as required, and is in accordance with all applicable state and federal laws, rules, and regulations.

For the Workforce Investment Board	For the Local Elected Officials
Name:	Name: John Ed Pennington
Title:	Title: Chair, EKCEP Board of Directors
Signature:	Signature:
Date:	Date:

LOCAL WORKFORCE INVESTMENT BOARD PLAN

PY 2013 – 2014

Certifications and Assurances

By signing and submitting this plan, the local workforce investment board is certifying on behalf of itself and the grant recipient, where applicable:

- A. That this *Program Year 2013-2014 Local Plan for the local Workforce Investment System* was prepared and is in accordance with all applicable titles of the Workforce Investment Act of 1998 (WIA), Title V of the Older Americans Act, applicable Kentucky state statutes and that it is consistent with the PY 2012-2017 Kentucky State Plan;
- B. that members of the local board and the public including representatives of business and labor organizations have been allowed at least a thirty day period for comment and that any comments representing disagreement with the plan are included with the local plan forwarded to the Office of Employment and Training (as the Governor's representative) by the local board and that available copies of a proposed local plan are made available to the public; (WIA, Section §118 (c))
- C. that the public (including individuals with disabilities) have access to all of the workforce investment board's and its components' meetings and information regarding the board's and its components' activities;
- D. that fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds paid through the allotments funded through the master agreement issued by the Office of Employment and Training have been established;
- E. that veterans will be afforded employment and training activities authorized in WIA, Section §134, and the activities authorized in Chapters 41 and 42 of Title 38 US code, and in compliance with the veterans' priority established in the Jobs for Veterans Act. (38 USC 4215.), U.S. Department of Labor, Training and Employment Guidance Letter 5-03;
- F. that it is, and will maintain a certifiable local Workforce Investment Board (WIB);
- G. that it will comply with the confidentiality requirements of WIA, Section §136 (f)(3);
- H. that the master agreement and all assurances will be followed;
- I. that it will ensure that no funds covered under the master agreement are used to assist, promote, or deter union organizing;
- J. that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA, Section §188, as provided in the

LOCAL WORKFORCE INVESTMENT BOARD PLAN

PY 2013 – 2014

- regulations implementing that section, will be completed;
- K. that this plan was developed in consultation with local elected officials, the local business community, labor organizations and appropriate other agencies;
- L. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;
- M. that there will be compliance with the Architectural Barriers Act of 1968, Sections §503 and §504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990;
- N. that WIB members will not act in a manner that would create a conflict of interest as identified in Regulations 20 CFR, Section §667.200(a)(4), including voting on any matter regarding the provision of service by that member or the entity that s/he represents and any matter that would provide a financial benefit to that member or to his or her immediate family;
- O. that Memoranda of Understanding that is endorsed and signed by the current WIB Chair and current One-Stop Career Center partner representatives and Cost Allocation Plans are in place and available upon request for each One-Stop Career Center within the WIB's local workforce service area;
- P. that insurance coverage be provided for injuries suffered by participants in work-related activities as required under Regulations 20 CFR, Section §667.274.

ASSURANCES

As a condition to the award of financial assistance from the Department of Labor under Title I of the Workforce Investment Act of 1998 (WIA), the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- *WIA, Section §188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially assisted program or activity;*
- *Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color, and national origin;*
- *Section §504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;*
- *The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and*
- *Title IX of the Education Amendments of 1972, as amended, which prohibits*

LOCAL WORKFORCE INVESTMENT BOARD PLAN

PY 2013 – 2014

discrimination on the basis of sex in educational programs;

- *The Americans with Disabilities Act of 1990 (42 USC 12101), as amended, which prohibits discrimination on the basis of physical sensory, or mental disability or impairment, and the ADA Amendments Act of 2008 effective January 1, 2009;*

- *Each grant applicant and each training provider seeking eligibility must also ensure that they will provide programmatic and architectural accessibility for individuals with disabilities.*

The grant applicant also assures that it will comply with Regulations 29 CFR, Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

LOCAL WORKFORCE INVESTMENT BOARD PLAN
PY 2013 - 2014

ATTACHMENT A

Performance

Workforce Investment Act and Wagner Peyser

PY 2013	
Adult Measures	
Entered Employment Rate	81.8 %
Employment Retention Rate	87.0 %
Avg. Six Month Earnings	\$15,500
Dislocated Worker	
Entered Employment Rate	86.0 %
Employment Retention Rate	91.3 %
Avg. Six Month Earnings	\$16,838
Youth	
Placement in Employment or Education	70.0 %
Attainment of a Degree or Certificate	70.0 %
Literacy and Numeracy Gains	61.9 %

PY 2013	
Wagner-Peyser	
Entered Employment Rate	55
Employment Retention Rate	79
Avg. Six Month Earnings	\$13,000

Local Area: Eastern Kentucky C.E.P., Inc. Workforce Investment Area

LOCAL WORKFORCE INVESTMENT BOARD PLAN
PY 2013 - 2014

ATTACHMENT B

Workforce Investment Board/Council Membership List

Program Year 2013

WIB: Eastern Kentucky C.E.P., Inc. Workforce Investment Board

Date Submitted:

LWIA: Eastern Kentucky
C.E.P., Inc.

Indicate any vacant positions or other constituency represented as well.
(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)

<u>Name/Address/Email</u> <u>Phone/Fax</u>	<u>Organization</u>	<u>Position</u>	<u>Business/Industry</u> <u>Represented</u> (Private Sector Only)	<u>Business</u> <u>Representation</u> <u>From Targeted</u> <u>Industry/</u> <u>Occupation?</u> (Yes/No)	<u>Term Start</u> <u>and Term End</u>
A. PRIVATE SECTOR					
Rocky Adkins PO Box 688 Sandy Hook, KY 41171 rockyadkins@rockyadkins.com 606-928-0407	Machinery Sales and Service	Director of Public Affairs	Machinery	No	9/99 - NA
Carla Bishnoi 73 Piedmont Drive Whitesburg, KY 41858	Letcher Manor Nursing Home	Administrator	Healthcare	Yes	12/08 -NA

LOCAL WORKFORCE INVESTMENT BOARD PLAN **PY 2013 - 2014**

cbishnoi@pmdky.com 606-633-1434	Community Trust Bank	Senior VP – HR Division	Banking	Yes	12/08 -NA
Howard Blackburn PO Box 2947 Pikeville, KY 41502 blackbho@ctbi.com 606-433-4635	Dentist	DMD	Healthcare	Yes	12/01 -NA
Walter Blevins 777 Broadway Street West Liberty, KY 41472 walter_blevins@hotmail.com 606-743-1212	C&B Logging	Owner	Logging	No	9/99 -NA
Carroll Burchett 1989 Ky. Rt. 3214 Flat Gap, KY 41219-9514 ccburch@foothills.net 606-265-4256	Music, Carter, Hughes	Owner	Auto Industry	No	9/99 -NA
Estill Carter 713 South Lake Drive Prestonsburg, KY 41653 estill.carter@yahoo.com 606-886-9181	Kentucky Machinery	Marketing Director	Manufacturing	No	9/99 -NA
Kevin Chesnut 266 Cornett's Chapel Road Annville, KY 40402 kchesnut@kmi-inc.net 606-598-8543	James River Coal – Leeco / Blue Diamond Mines	President	Coal Mining / Energy	Yes	3/11 -NA
Joe Evans 600 Kentucky Blvd. Hazard, KY 41701 joe.evans@jamesrivercoal.com 606-439-3075					

LOCAL WORKFORCE INVESTMENT BOARD PLAN **PY 2013 - 2014**

Brad Hall 3249 N. Mayo Trail bnhall@aep.com 606 437 3790	American Electric Power AEP	Manager – External Affairs	Energy	Yes	3/13 -NA
David Lusk PO Box 280 Hager Hill, KY 41222 vvulusk@yahoo.com 606-789-5980	Apple Valley Sanitation	Owner / President CEO	Sanitation	No	9/99-NA
Charlie McWhorter 136 Makenzie Drive London, KY 40744 ct_mcwhorter@yahoo.com 606-864-0111	Clay Building Supply	Owner	Real Estate / Building Supply	No	9/99-NA
Wick Moore 3732 Horse Mint Trail Lexington, KY 40509 wmoore@atozmuni-dotco.com 859-351-3297	Moore Realty Co	Owner	Real Estate	No	9/99 -NA
B. PUBLIC ASSISTANCE AGENCY					
C. ORGANIZED LABOR					
Spurge Mason 992 Iverness Rd. Frankfort, KY 40601 emason@fewpb.com 502-848-0402	United SteelWorkers	Consultant			9/99 - NA
Tim Wireman 12103 Virginia Blvd. Ashland, KY 41102 twireman@ikrcc.com	Ky State District Council of Carpenters	Field Representative			9/99-NA

LOCAL WORKFORCE INVESTMENT BOARD PLAN **PY 2013 - 2014**

606-928-4370					
D. VOCATIONAL REHABILITATION					
Viva Anderson 415 Hwy. 2034, Suite C Whitesburg, KY 41858 VivaH.Anderson@ky.gov	KY Office of Vocational Rehabilitation	Branch Manager			6/13 -NA
E. COMMUNITY-BASED ORGANIZATION					
Paul Dole PO Box 490 Barbourville, KY 40906 pdole@kceoc.com 606-546-3152	KCEOC CAP, Inc.	Executive Director			9/99 -NA
Vacant					
F. ECONOMIC DEVELOPMENT AGENCY					
Denise Thomas Big Sandy ADD 110 Resource Ct. Prestonsburg, KY 41653 denise.thomas@bigsandy.org 606-886-2347	Big Sandy ADD	Community and Economic Development Associate			3/11 -NA
Vic Adams 1300 Chichester Ave. Middlesboro, KY 40965 vic.adams@kctcs.edu 606-242-2145	Bell County Industrial Foundation	President			6/12 -NA
G. PUBLIC EMPLOYMENT AGENCY					
Melissa Quillen 318 Lytle Blvd. Hazard, KY 41701 melissaw.quillen@ky.gov 606-435-6038 ext.5035	Office of Employment and Training	Regional Director			3/11 -NA

LOCAL WORKFORCE INVESTMENT BOARD PLAN **PY 2013 - 2014**

H. EDUCATIONAL AGENCY				
Chuck Washington 6969 Tarr Ridge Road Frenchburg, KY 40322 cwashington01@fs.fed.us 606-768-2111 ext. 102	Frenchburg Job Corp	Career Transition Specialist		9/99 -NA
Vic Adams 1300 Chichester Ave. Middlesboro, KY 40965 vic.adams@kctcs.edu 606-242-2145	Southeast Community and Technical College	Vice President -- Workforce Solutions		6/12 -NA
I. LOCAL ELECTED OFFICIAL (list contact information even if CEO is not a member of the WIB)				
John Ed Pennington jepennington@windstream.net 606 598-2970	EKCEP Inc. Board of Directors	Chairman		3/10 – 6/14
J. OTHER CATEGORY				
K. YOUTH COUNCIL CHAIRPERSON (list contact information even if YCC is not a member of the WIB)				
Chuck Washington 6969 Tarr Ridge Road Frenchburg, KY 40322 cwashington01@fs.fed.us 606-768-2111 ext. 102	Frenchburg Job Corp	Chairman		9/13 –6/16

**LOCAL WORKFORCE INVESTMENT BOARD PLAN
PY 2013 - 2014**

ATTACHMENT C

Workforce Investment Board Subcommittee List

Program Year 2013

WIB:

Date

Submitted:

LWIA:

If applicable, provide a current list of the Board's committees and/or task forces along with a summary of the committee's objectives.
(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)

Name of Committee or Task Force	Objective / Purpose of Committee or Task Force

LOCAL WORKFORCE INVESTMENT BOARD PLAN **PY 2013 - 2014**

ATTACHMENT D

Workforce Investment Area Sub-Grantee List

Program Year 2013

WIB: Eastern Kentucky C.E.P., Inc. Workforce Investment Board

Date Submitted:

LWIA: Eastern Kentucky
C.E.P., Inc.

(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)

Name of Sub-Grantee	Services Provided	Funding Source	Provider Location
Big Sandy Area Community Action Program, Inc.	Adult, Dislocated Worker, In School and Out of School Youth	WIA	Located within a Kentucky Career Center Paintsville, KY 41240
Bell Whitley Community Action Agency, Inc.	Adult, Dislocated Worker, In School and Out of School Youth	WIA	Located within a Kentucky Career Center Pineville, KY 40977
LKLP Community Action Council, Inc.	Adult, Dislocated Worker, In School and Out of School Youth	WIA	Located within a Kentucky Career Center Hazard, KY 41701
KCEOC, Inc.	Adult, Dislocated Worker, In School and Out of School Youth	WIA	Located within a Kentucky Career Center Barbourville, KY 40906
Harlan County Community Action Agency, Inc.	Adult, Dislocated Worker, In School and Out of School Youth	WIA	Located within a Kentucky Career Center Harlan, KY 40831

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Gateway Community Services Organization, Inc.	Adult, Dislocated Worker, In School and Out of School Youth	WIA	Located within a Kentucky Career Center West Liberty, KY 41472
Daniel Boone Community Action Agency, Inc.	Adult, Dislocated Worker, In School and Out of School Youth	WIA	Located within a Kentucky Career Center Manchester, KY 40962
Northeast Kentucky Community Action Agency, Inc.	Adult, Dislocated Worker, In School and Out of School Youth	WIA	Located within a Kentucky Career Center Olive Hill, KY 41164
Middle Kentucky Community Action Partnership, Inc.	Adult, Dislocated Worker, In School and Out of School Youth	WIA	Located within a Kentucky Career Center Jackson, KY 41339

LOCAL WORKFORCE INVESTMENT BOARD PLAN
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ATTACHMENT E

Workforce Investment Area Business Services Team

Program Year 2013

WIB: _____

Date

Submitted: _____

LWIA: _____

(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)

Name of Team Member	Agency/Organization	Location	Team Role